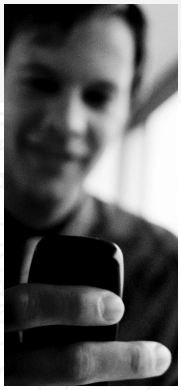
Video Management System (VMS)



Administrator Reference Manual

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Video Management System (VMS), November 2005

Publication 2

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CONTENTS

About This Manual

How To Use This Manual xv
Related Documentation xvii
VMS Features xvii
  Version 4.0 xvii
  Version 3.5 xx
  Version 3.0 xx

INTRODUCTION

1 *Introducing the VMS*

What's in This Chapter 3
VMS Basics 3
VMS Applications 4
  VMS Pro 4
  VMS 5
  VMS Light 7
VMS System Context 7
Managing Network Devices 9
Network Topology 9
Meeting Scheduling Algorithm 10
  Scheduling Algorithm Options 10
  Port Usage in Cascaded Meetings 11
  Limitations on Cascading 11

WORKING WITH THE VMS

2 *Getting Started*

What's in This Chapter 15
Starting and Restarting the VMS 15
Logging In 16
- As a VMS Pro Service Provider Administrator 16
- As a VMS Pro Organization Administrator 17
- As a VMS Organization Administrator 18
- As a VMS User 19

3 *Organization Management*

Who Should Read This Chapter 21
Basics 21
Active Tab 22
- Searching for an Organization 22
- Viewing Organization Information 23
- Adding an Organization Profile 23
- Viewing/Modifying an Organization Profile 32
- Deactivating an Organization 32
- Generating Reports 32

Inactive Tab 33
- Searching for an Organization 33
- Viewing Organization Information 33
- Viewing an Inactive Organization Profile 34
- Deleting/Activating an Inactive Organization 34

4 *Device Management*

Who Should Read This Chapter 35
Basics 35
Topology Tab 36
- Viewing Topology Information 37
- Adding a Device Island 38

Modifying/Deleting a Device Island 38
Gatekeeper/SIP Server Tab 39
Searching for a Gatekeeper/SIP Server 39
Viewing Gatekeeper/SIP Server Information 39
Adding a Gatekeeper/SIP Server 40
Modifying/Deleting a Gatekeeper/SIP Server 43
Defining a SIP Environment 44
Endpoint-initiated Meetings 45
MCU Tab 47
Searching for an MCU 47
Viewing MCU Information 48
Adding an MCU 48
Modifying/Deleting an MCU 53
Taking an MCU Offline 54
Updating a RADVISION or Cisco MCU v3.x 55
Scheduling Directly From an MCU 55
Gateway Tab 55
Searching for a Gateway 56
Viewing Gateway Information 56
Adding a Gateway 56
Modifying/Deleting a Gateway 61
Taking a Gateway Offline 62

5 *Device Monitoring*

Who Should Read This Chapter 63
Basics 63
Performance Monitor Tab 64
Creating Reports 65
Statistics Tab 66
Creating Reports 67

6 *Meeting Monitoring*

Who Should Read This Chapter 69
Basics 69
Current Tab 70

Searching for a Meeting 70
Viewing Meeting Information 70
Upcoming Tab 73
Searching for a Meeting 73
Viewing Meeting Information 74
Creating Reports 74
Deleting Meetings 76
History Tab 76
Searching for a Meeting 76
Viewing Meeting Information 76
Creating Reports 77

7 *Room Management*

Who Should Read This Chapter 79
Basics 79
Meeting Rooms 80
Adding a Meeting Room 81
Modifying a Meeting Room 82
Deleting a Meeting Room 82
Accessories 83
Adding an Accessory 84
Modifying an Accessory 84
Deleting an Accessory 84
Catering 85
Adding a Caterer 86
Modifying a Caterer 87
Deleting a Caterer 87

8 *Meeting Types*

Who Should Read This Chapter 89
Basics 89
Working with Meeting Types 89
Active Meeting Types Tab 90
Non Video Conference Meeting Type 90
Point to Point Meeting Type 90

Sony Endpoint Meeting Types 90
Searching for a Meeting Type 92
Viewing Meeting Type Information 92
Downloading MCU v3 Meeting Types from the MCU 93
Uploading Meeting Types 96
Modifying a Meeting Type 98
Adding an MCU v2 Meeting Type 98
Deactivating a Meeting Type 103
Inactive Meeting Types Tab 104
Deleting a Meeting Type 104
Meeting Type Groups Tab 105
Searching for a Group 105
Viewing Meeting Type Information 106
Adding a Meeting Type Group 106
Modifying a Meeting Type Group 107
Deleting a Meeting Type Group 107

9 *Resource Management*

Who Should Read This Chapter 109
Basics 109
Topology Tab 110
Viewing Topology Information 111
Adding a Device Island 111
Modifying/Deleting a Device Island 112
Gatekeeper/SIP Server Tab 112
Searching for a Gatekeeper/SIP Server 112
Viewing Gatekeeper/SIP Server Information 113
Adding a Gatekeeper/SIP Server 113
Modifying/Deleting a Gatekeeper/SIP Server 116
Defining a SIP Environment 117
Endpoint-initiated Meetings 118
MCU Tab 120
Searching for an MCU 120
Viewing MCU Information 121
Adding an MCU 121
Modifying/Deleting an MCU 126

Taking an MCU Offline 127
Updating a RADVISION MCU version 3.x 128
Scheduling Directly From an MCU 128
Gateway Tab 128
Searching for a Gateway 129
Viewing Gateway Information 129
Adding a Gateway 129
Modifying/Deleting a Gateway 134
Taking a Gateway Offline 135
Terminals Tab 135
Searching for a Terminal 135
Viewing Terminal Information 136
Adding a Terminal 136
Modifying/Deleting a Terminal 141
Assigning a User to a Terminal 141

10 *Organization Settings*

Who Should Read This Chapter 143
Basics 143
About Organization Settings 144
Default User Settings Tab 144
Default Meeting Settings Tab 148
Look and Feel Tab 152
Branding Tab 155

11 *Meeting Scheduling*

Who Should Read This Chapter 157
Basics 157
Toolbar 158
Meeting Tab 159
Configuring Recurrence Settings 162
Invite Tab 163
Searching for a Participant 163
Viewing Participant Information 163

Attendees Settings Tab 165
Scheduling Accessories 168
Scheduling Catering Services 170
Modifying a Terminal Number 175
Attendees Settings Tab (Non Video Conference) 175
Attendee Availability Tab 176
Advanced Tab 177
Advanced Tab (Non Video Conference) 181

12 *User Management*

Who Should Read This Chapter 183
Basics 183
Users Tab 184
Searching for a User 184
Viewing User Information 185
Managing Users via a Directory Server 185
Adding a User Profile 187
Modifying/Deleting a User Profile 190
Groups Tab 191
Searching for a Group 191
Adding a Group 192
Modifying/Deleting Groups 193

13 *Meeting Templates*

Who Should Read This Chapter 195
Basics 195
Searching for a Meeting Template 196
Adding a Meeting Template 196
Modifying/Deleting a Meeting Template 197
Creating a Meeting Template 197
Meeting Tab 197
Invite Tab 199
Attendees Settings Tab 202
Advanced Tab 204

14 *All Meetings*

Who Should Read This Chapter 209
Basics 209
Current Tab 210
- Refreshing the Page View 210
- Searching for a Meeting 210
- Viewing Meeting Information 211

In-meeting Control 214
- General Meeting Display and Control Area 215
- Control Panel Tabs 218
- Participant List Tab 218
- Statistics Tab 221
- Advanced Invitation Tab 223
- Video Layout and Display Area 226

Upcoming Tab 232
- Searching for a Meeting 233
- Refreshing the Page View 233
- Creating Reports 233
- Modifying Meetings 234
- Meeting Tab 234
- Invite Tab 239
- Attendees Settings Tab 241
- Attendee Availability Tab 244
- Advanced Tab 245

History Tab 248
- Searching for a Meeting 249
- Creating Reports 249
- Viewing Meeting Details 251

15 *My Meetings*

Who Should Read This Chapter 253
Basics 253
Current Tab 254
- Refreshing the Page View 254
- Searching for a Meeting 254

Viewing Meeting Information 255
In-meeting Control 258
General Meeting Display and Control Area 259
Control Panel Tabs 262
Participant List Tab 262
Statistics Tab 265
Advanced Invitation Tab 267
Video Layout and Display Area 270
Upcoming Tab 275
Searching for a Meeting 276
Refreshing the Page View 277
Creating Reports 277
Modifying Meetings 278
Meeting Tab 278
Invite Tab 282
Attendees Settings Tab 284
Attendee Availability Tab 287
Advanced Tab 288
History Tab 291
Searching for a Meeting 292
Creating Reports 292
Viewing Meeting Details 293

16 *Address Book*

Who Should Read This Chapter 295
Basics 295
Private Tab 296
Adding a Contact 297
Modifying/Deleting a Contact 300
Public Tab 300
My Groups Tab 301
Searching for a Group 301
Adding a Group 302
Modifying/Deleting Groups 302

17 *My Profile*

Who Should Read This Chapter 305
Basics 305
My Info Tab 306
My Preferences Tab 308

APPENDICES

APPENDIX A *VMS Outlook Client*

What's in This Appendix 313
System Requirements 314
Installing the VMS Outlook Client 314
  Before You Begin 314
Configuring VMS Properties 320
Scheduling Audio/Video Meetings 322
  Appointment Tab 322
  Rich Media Tab 324
  Scheduling Accessories 328
  Scheduling Catering Services 330
  Scheduling Tab 339
Additional VMS Outlook Client Functions 340
  Notification of an Audio/Video Enabled Appointment 340
  Responding to an Audio/Video Enabled Appointment 340
  Modifying an Audio/Video Enabled Appointment 341
  Deleting an Audio/Video Enabled Appointment 342
  Modifying or Deleting a Recurring Audio/Video Appointment 342

APPENDIX B *VMS Configuration Tool*

What's in This Appendix 343
Overview 343
Java Runtime Environment Quick Setup 344
Launching the VMS Configuration Tool 346

Uninstalling the VMS Configuration Tool 349
VMS System Configuration 350
System Configuration Tab 350
CDR Configuration Tab 363

APPENDIX C *Provisioning Users via a Directory Server*

What's in This Appendix 389
Synchronizing User Information 390
Viewing Active Directory Server User Information 391
Viewing iPlanet Directory Server User Information 393
Provisioning an iPlanet/Sun ONE Directory Server System 395
LDAP Information Attributes 397
Mapping External LDAP Users to VMS User Types 398
VMS and VMS Light XML Configuration 398
VMS Pro XML Configuration 398
Sample Mapping 400

APPENDIX D *CDR XML Tags and Attributes*

What's in This Appendix 403
CDR XML Tag Index 403
CDR XML Tags, Attributes and Descriptions 410

APPENDIX E *Troubleshooting*

What's in this Appendix 455
Miscellaneous 456
VMS Configuration Tool Troubleshooting 463

Index 467

ABOUT THIS MANUAL

The RADVISION Video Management System (VMS) Administrator Reference Manual describes how to install, configure and monitor the RADVISION VMS.

HOW TO USE THIS MANUAL

Table 1 *Navigating This Manual*

For information about ...	Read ...
VMS Pro Service Provider Administrator options	Chapter 1 Introducing the VMS on page 3 Chapter 2 Getting Started on page 15 Chapter 3 Organization Management on page 21 Chapter 4 Device Management on page 35 Chapter 5 Device Monitoring on page 63 Chapter 6 Meeting Monitoring on page 69 Chapter 8 Meeting Types on page 89 Chapter 17 My Profile on page 305 Appendix A VMS Outlook Client on page 313 Appendix B VMS Configuration Tool on page 343 Appendix C Provisioning Users via a Directory Server on page 389 Appendix D CDR XML Tags and Attributes on page 403 Appendix E Troubleshooting on page 455

Table 1 *Navigating This Manual (Continued)*

For information about ...	Read ...
VMS Pro Organization Administrator options	Chapter 1 Introducing the VMS on page 3 Chapter 2 Getting Started on page 15 Chapter 7 Room Management on page 79 Chapter 9 Resource Management on page 109 Chapter 10 Organization Settings on page 143 Chapter 11 Meeting Scheduling on page 157 Chapter 12 User Management on page 183 Chapter 13 Meeting Templates on page 195 Chapter 14 All Meetings on page 209 Chapter 15 My Meetings on page 253 Chapter 16 Address Book on page 295 Chapter 17 My Profile on page 305 Appendix A VMS Outlook Client on page 313 Appendix B VMS Configuration Tool on page 343 Appendix C Provisioning Users via a Directory Server on page 389 Appendix D CDR XML Tags and Attributes on page 403 Appendix E Troubleshooting on page 455
VMS Organization Administrator options	Chapter 1 Introducing the VMS on page 3 Chapter 2 Getting Started on page 15 Chapter 7 Room Management on page 79 Chapter 8 Meeting Types on page 89 Chapter 9 Resource Management on page 109 Chapter 10 Organization Settings on page 143 Chapter 11 Meeting Scheduling on page 157 Chapter 12 User Management on page 183 Chapter 13 Meeting Templates on page 195 Chapter 14 All Meetings on page 209 Chapter 15 My Meetings on page 253 Chapter 16 Address Book on page 295 Chapter 17 My Profile on page 305 Appendix A VMS Outlook Client on page 313 Appendix B VMS Configuration Tool on page 343 Appendix C Provisioning Users via a Directory Server on page 389 Appendix D CDR XML Tags and Attributes on page 403 Appendix E Troubleshooting on page 455

Table 1 *Navigating This Manual (Continued)*

For information about ...	Read ...
VMS Organization Meeting Operator options	Chapter 1 Introducing the VMS on page 3 Chapter 11 Meeting Scheduling on page 157 Chapter 13 Meeting Templates on page 195 Chapter 14 All Meetings on page 209 Chapter 15 My Meetings on page 253 Chapter 16 Address Book on page 295 Chapter 17 My Profile on page 305
VMS Organization Meeting Organizer options	Chapter 1 Introducing the VMS on page 3 Chapter 11 Meeting Scheduling on page 157 Chapter 13 Meeting Templates on page 195 Chapter 15 My Meetings on page 253 Chapter 16 Address Book on page 295 Chapter 17 My Profile on page 305
VMS Organization Regular User options	Chapter 15 My Meetings on page 253 Chapter 17 My Profile on page 305

RELATED DOCUMENTATION

The RADVISION Video Management System (VMS) documentation set is available as printed books and also on the Utilities and Documentation CD supplied with the product. The CD includes manuals available in PDF format and Online Helps.

You require Adobe Acrobat Reader version 4.0 or later to open the PDF files. You can download Acrobat Reader free of charge from www.adobe.com.

VMS FEATURES

The current version of the VMS is 4.0. Following is a list of released versions and the new features introduced in each version.

VERSION 4.0

VMS version 4.0 includes the following new features:

LOOK AND FEEL

- Support for full screen web user interface.

USER EXPERIENCE

- Single sign-on (Active Directory Integrated Authentication) users accessing VMS web pages are authenticated transparently using domain account/password credentials.
- User name and password may be optionally recalled when logging in.

- When a meeting is in session, additional participants can be invited, beyond the reserved capacity, based on system resource availability.

Installation and Administration

- Active Directory security groups can be used for managing user roles.
- A new VMS Light package enabling the initiation of ad hoc calls only with no support for scheduling.
- A unified installation for VMS Pro, VMS and VMS Light allows you to
  - Upgrade from VMS version 3.1 to VMS version 4.0 without losing configuration settings.
  - Upgrade VMS and VMS Light packages to VMS Pro.
  - Install an VMS Pro version for evaluation and then downgrade to the previous VMS package.
- Standard RADVISION licensing enables the VMS for 30 days immediately after installation, with no need for a specific license. You may obtain a permanent license from the RADVISION web site by following the link in the VMS **Help About** menu, or by contacting RADVISION Customer Support.
- The VMS Server can run on the Windows 2003 server platform.
- The Outlook integration plug-in supports Outlook 2003, and includes an MSI-based installation.
- Support for branding enables an administrator to customize the product logo and vendor logo in the VMS web user interface.
- When provisioning users with ADS, user SIP URIs are read automatically.
- Users can specify the billing entity when scheduling a conference.

Security

- Passwords are encrypted throughout the system.

Advanced Features

- Waiting Room capability enables you to schedule a conference to start only when the organizer joins. This is especially important when the conference is billed to the organizer.
- The e-mail address requirement for user profiles is now optional and the e-mail address does not need to be unique.

- User conference history may be deleted. The information will still appear in the billing information and reporting statement for the user and when performing searches.
- Administrators and Enterprise Operators can change calls scheduled by other users.
- Users may override the H.323 terminal name displayed in the video image with the VMS predefined terminal name.
- Users can schedule conferences on behalf of other users via the “don't include me” capability.
- Users can set a designated host to the conference during scheduling.
- When inviting a terminal via **In meeting Control**, you may optionally specify the required bandwidth for this terminal, even for a terminal which is not preconfigured in the VMS.

LOCALIZATION

The VMS supports the following languages:

- Simplified Chinese
- Japanese
- Portuguese
- Korean
- Spanish (international)
- English (US)
- French
- Italian
- German
- Russian

IMFIRST

- IMfirst now communicates with the VMS to provide scalable and distributed Desktop Messenger-based conferences.

INTEROPERABILITY

- The VMS is interoperable with the following products:
  - MCU versions 2.x and 3.x
  - RADVISION ECS version 3.6.0.5 and later.
  - Cisco MCM version 2.0
  - Polycom/Accord MGC version 3.0 and later.

- The VMS web interface supports the Microsoft™ Internet Explorer® browser version 6.0 or later.

VERSION 3.5

VMS version 3.5 includes the following new features:

- Single Sign-on using user Windows credentials.
- Improved security via encrypted password storage.

VERSION 3.0

VMS version 3.0 includes the following features:

- Support for ad hoc, scheduled and recurring scheduled conferences.
- Microsoft Outlook scheduling support.
- Conference control.
- Full web-based interface both for the administrator and the user.
- viaIP and INVISION family support.
- Multi-company support via customer profiles.
- Device performance and statistics reports.
- Flexible CDR support for billing.
- Automated e-mail notifications for conference attendee invitations.
- Support for voice and video terminals over IP and PSTN networks.
- Meeting templates.
- System usage reports.
- User and device management.
- Network topology and bandwidth management
- Based on the SQL server database.

INTRODUCTION

1

INTRODUCING THE VMS

WHAT'S IN THIS CHAPTER

This chapter provides an introduction to the Video Management System (VMS), including the following:

- VMS Basics
- VMS Applications
- VMS System Context
- Managing Network Devices
- Network Topology

VMS BASICS

The Video Management System (VMS) is a simple-to-use, web-based application for managing and monitoring visual communication in multi-site organization deployments.

The VMS can be deployed on your network to provide scheduling, monitoring and management of capacity, resources and network devices for video, audio and data meetings.

VMS APPLICATIONS

The following VMS applications are available:

- VMS Pro
- VMS
- VMS Light (evaluation version only)

VMS PRO

Each VMS Pro system can maintain several organizations, each of which has its own administrator in charge of the users and terminals of that organization.

VMS Pro enables you to log in as one of the following administrators:

- Service Provider Administrator
- Organization Administrator

SERVICE PROVIDER ADMINISTRATOR

Service Provider Administrators are appointed by the Service Provider to manage the entire Service Provider network and the organizations contained within the network.

The Service Provider Administrator allocates a local “Organization Administrator” account to each organization to manage the specified organization.

Service Provider-level administrators have permission to perform the following tasks:

- Create organizations
- Configure the backbone
- Define the corporate domain
- Define the resources available for an organization
- Define Organization Administrator settings
- Function as a nationwide Service Provider

The Service Provider-side web interface includes the following sections for Service Provider Administrators:

- Organization Management
- Device Management
- Device Monitoring
- Meeting Monitoring
- Meeting Types
- My Profile

Organization Administrator

VMS Pro Organization Administrators are the Organization Administrators configured in the VMS Pro system.

VMS Pro Organization Administrators have permission to perform the following tasks:

- Manage terminals and users within the organization
- Monitor all meetings within the organization
- Check schedules
- Receive and respond to meeting notices
- Modify profiles

The Service Provider-side web interface includes the following sections for Organizer Administrators:

- Room Management
- Resource Management
- Organization Settings
- Meeting Scheduling
- User Management
- Meeting Templates
- All Meetings
- My Meetings
- Address Book
- My Profile

VMS

VMS enables you to log in as one of the following:

- Organization Administrator
- Meeting Operator
- Meeting Organizer
- Regular User

Organization Administrator

VMS Organization Administrators have permission to perform the following tasks:

- Manage all resources and users within the organization
- Monitor all meetings within the organization
- Schedule meetings, and modify and delete meetings scheduled by him/herself or by other organization users
- Check schedules

- Receive and respond to meeting notices
- Modify profiles

The VMS web interface includes the following sections for Organization Administrators:

- Room Management
- Resource Management
- Meeting Types
- Organization Settings
- Meeting Scheduling
- User Management
- Meeting Templates
- All Meetings
- My Meetings
- Address Book
- My Profile

Meeting Operator

VMS Organization Meeting Operators have permission to perform the following tasks:

- Monitor all meetings within the organization
- Schedule meetings, and modify and delete meetings scheduled by him/herself or by other organization users
- Check schedules
- Receive and respond to meeting notices
- Modify profiles

The VMS web interface includes the following sections for Organization Meeting Operators:

- Meeting Scheduling
- Meeting Templates
- All Meetings
- My Meetings
- Address Book
- My Profile

Meeting Organizer

VMS Organization Meeting Organizers have permission to perform the following tasks:

- Schedule meetings
- Modify and delete meetings scheduled by him/herself
- Check schedules
- Receive and respond to meeting notices
- Modify his/her own profile

The VMS web interface includes the following sections for Organization Meeting Organizers:

- Meeting Scheduling
- Meeting Templates
- My Meetings
- Address Book
- My Profile

Regular User

VMS Organization Regular Users have permission to perform the following tasks:

- Check schedules
- Receive and respond to meeting notices
- Modify his/her own profile

The VMS web interface includes the following sections for Organization Regular Users:

- My Meetings
- My Profile

VMS Light

The VMS Light provides organization-level video communication services for ad hoc meeting initiation only. The version does not support scheduling and resource reservation for future meetings, or meeting creation via Outlook.

VMS System Context

As shown in Figure 1-1 on page 8, the VMS Pro interacts only with MCUs and gatekeepers. It does not control or communicate with terminals or gateways. The VMS interacts directly with the MCU to synchronize services, start meetings and perform in-meeting control actions. The status of endpoints not currently participating in a meeting is derived from the gatekeeper.

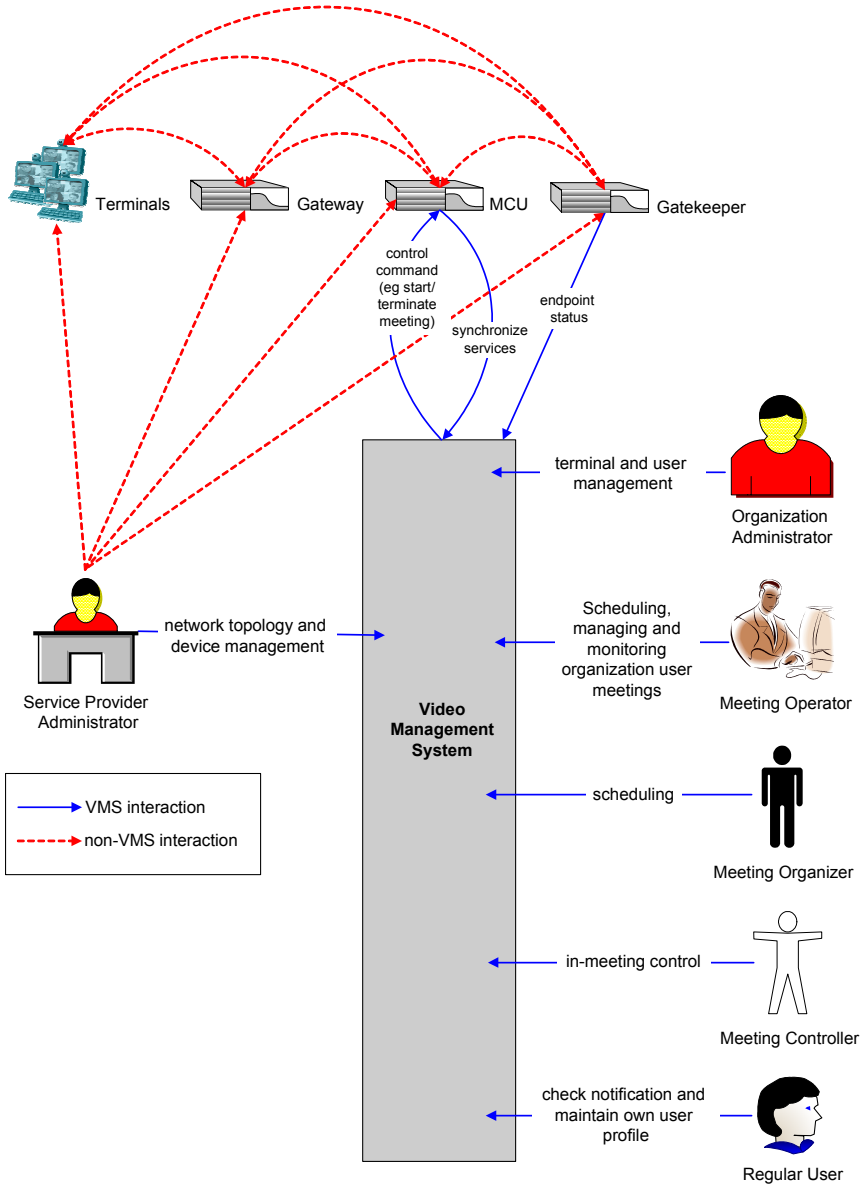


Figure 1-1 *VMS System Context*

MANAGING NETWORK DEVICES

Entering complete information about *each device* attached to your network ensures that the VMS can accurately predict resource availability and schedule meetings accordingly. The Device Management and Resource Management chapters explain how to enter accurate device information, and contain the following tabs:

- Topology Tab
- Gatekeeper/SIP Server Tab
- MCU Tab
- Gateway Tab

Note RADVISION recommends that you configure the settings of each tab in order, beginning with the **Topology** tab before configuring the **Gatekeeper/SIP Server**, **MCU** and **Gateway** tabs.

NETWORK TOPOLOGY

Network topology is the foundation of intelligent resource allocation. It allows the VMS to model the video network by recording distance and bandwidth between *Device Islands*—locations where central and essential devices (such as MCUs, gateways and terminals) are placed—and to perform Least Cost Routing over the network. An endpoint is also associated with its nearest Device Island when the endpoint is configured in the VMS. This information is used by the VMS to determine the best MCU and gateway resources to reserve for any call.

Note The VMS does not perform Least Cost Routing when there is not enough bandwidth available for the required gateway.

In general, a Device Island should be created for each location containing network devices, such as an MCU, endpoint or terminal. The VMS monitors the bandwidth limitations and distance between each of the Device Islands. The **Bandwidth** field represents the connection bandwidth (in Kbps) between any two Device Islands that can be used for video meetings. This is defined by the narrowest section of bandwidth, usually one of the outgoing connections from the LAN. The **Distance** field is a weight factor that describes relative network delay between two Device Islands. The larger the distance, the larger the round trip delay caused by the network between two Device Islands. The distance

should be an attribute proportional to the network delay. One logical way to model delay is to “ping” the connection between the two LANs and use the average delay results.

Note For additional detail on the process of creating a network profile in the VMS, see the Device Management chapter and the the Resource Management chapter.

MEETING SCHEDULING ALGORITHM

The MCU allows you to combine two or more local meetings resulting in a larger meeting with many more participants. This is called cascading. Cascading creates a distributed environment that helps reduce the drain on network resources. In addition, the processing resources required by the MCU are distributed between participating MCUs. Costly telephone or ISDN line usage can be further reduced with the mediation of a gateway.

SCHEDULING ALGORITHM OPTIONS

The VMS supports meeting cascading via the **Prioritize** field. The **Prioritize** field appears in the following locations in the VMS user interface:

- In the **Default Meeting Settings** tab of the **Organization Settings** section.
- In the **Advanced** tab of the **Meeting Templates** section.
- In the **Advanced** tab of the **Meeting Scheduling** section.
- In the VMS Outlook Client.

The **Prioritize** field offers the following options:

- **Bandwidth—**The VMS will allocate resources to conserve bandwidth. For example, at a site with two users and an MCU, the VMS will create a local meeting.

  In some cases, this may cause a meeting to be cascaded to conserve bandwidth, even though a single MCU is available which can host the meeting.
- **Delay—**The VMS will allocate resources to ensure the best quality meeting. The VMS will invite all users directly to a main MCU, whatever the location.

Note Since selecting **Delay** is very expensive in terms of bandwidth, RADVISION recommends that you take your network topology into account before using this option.

- **Unspecified**—At a site with more than three users and an MCU, the VMS will invite the three users to a local meeting and cascade that meeting with local meetings created on MCUs at other sites.

Port Usage in Cascaded Meetings

The cost of cascading a meeting in terms of the drain on port resources can be summarized as follows:

- Every "master" MCU uses one port per "slave" in a cascaded meeting.
- Every "slave" MCU uses one additional port per cascaded meeting.

Limitations on Cascading

Note the following cascading-related known issues:

- The service representing the required meeting must be available on all participating MCUs.
- VMS meeting control features may not function correctly in manually cascaded meetings.
- RADVISION recommends that you do not work with clustered MCUs (multiple MP units on a single MCU). Clustered MCU configurations have no control over load balancing and can represent a single point of failure. Contact RADVISION Customer Support for further information.

WORKING WITH THE VMS

2

GETTING STARTED

WHAT'S IN THIS CHAPTER

This chapter describes the procedure for starting/restarting the VMS, and for logging in to the VMS according to your role. This chapter includes the following:

- Starting and Restarting the VMS
- Logging In

STARTING AND RESTARTING THE VMS

The VMS is installed as a Windows Service on your server. The VMS automatically starts when the server is started. To restart the VMS, either restart the server or the service.

To restart the VMS from the Start menu

- From the **Start** menu, select **Settings | Control Panel | Administrative Tools | Services** to see a list of services running on the server.

  The service name is **RADVISION Video Management System**.

Note When the VMS is restarted, you may have to wait for 1-2 minutes for web pages to load.

LOGGING IN

After installation, access the VMS Administrator login screen as described in the As a VMS Pro Service Provider Administrator, As a VMS Pro Organization Administrator, As a VMS Organization Administrator or As a VMS User section.

Note Administrators can change their password and user name in the **User Profile** dialog box of the **User Management** section.

AS A VMS PRO SERVICE PROVIDER ADMINISTRATOR

Go to the VMS Pro Service Provider Administrator login screen at http://<VMS-host>/vmsadmin to log in using the credentials defined during the VMS installation process.

Figure 2-1 shows the main point of entry to the Service Provider system.

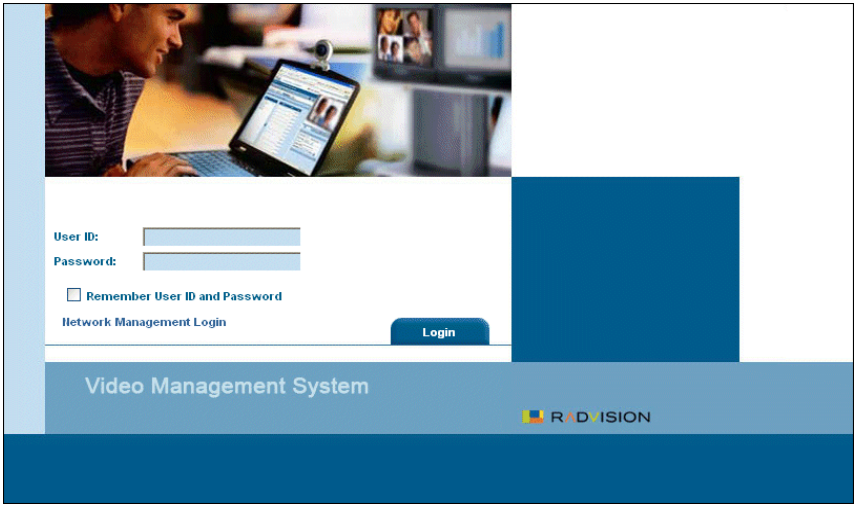


Figure 2-1 *VMS Service Provider Administrator Login Screen*

VMS Pro Service Provider Administrators have access to the following sections of the VMS web user interface:

- Organization Management
- Device Management
- Device Monitoring
- Meeting Monitoring
- Meeting Types
- My Profile

As a VMS Pro Organization Administrator

Go to the VMS Pro Organization Administrator login screen at http://<VMS-host>/vms to log in using the credentials defined during the VMS installation process.

Figure 2-2 shows the main point of entry to a local organization within the Service Provider system.

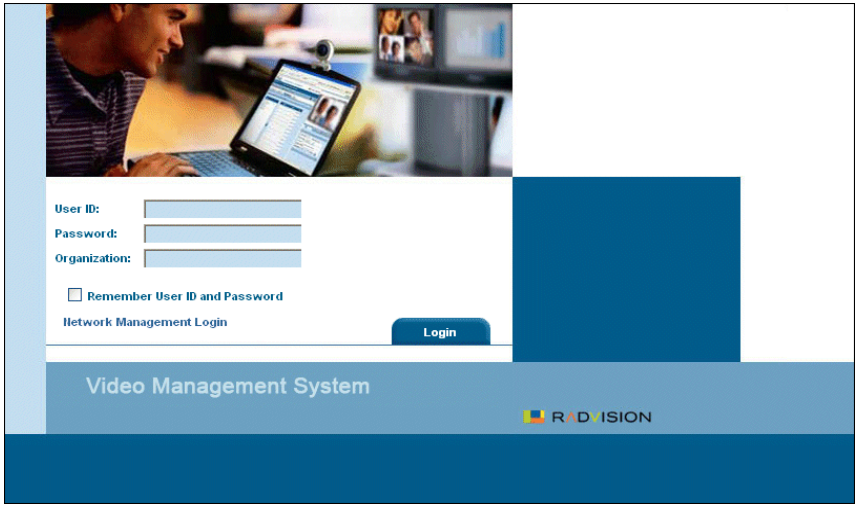


Figure 2-2 *VMS Pro Organization Administrator Login Screen*

VMS Pro Organization Administrators have access to the following sections of the VMS web user interface:

- Room Management
- Resource Management
- Organization Settings
- Meeting Scheduling
- User Management
- Meeting Templates
- All Meetings
- My Meetings
- Address Book
- My Profile

As a VMS Organization Administrator

Go to the VMS Organization Administrator login screen at http://<VMS-host>/vms to log in using the credentials defined during the VMS installation process.

Figure 2-3 shows the main point of entry to the system.

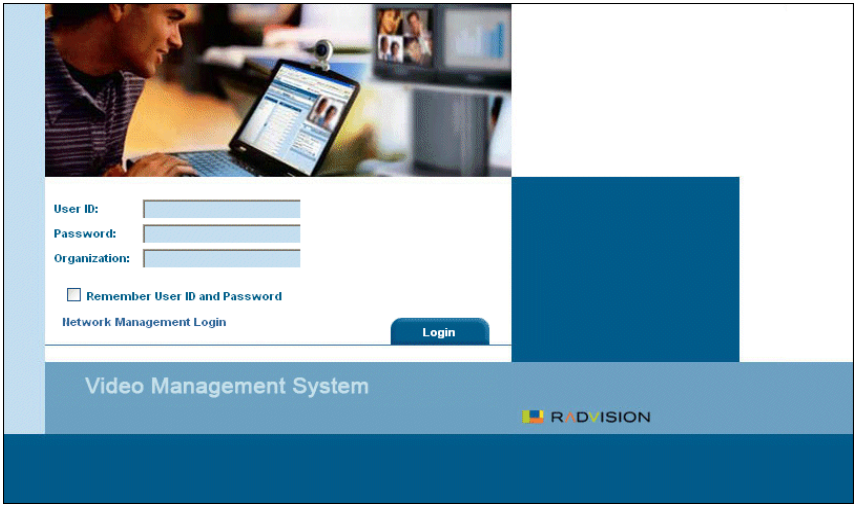


Figure 2-3 *VMS Organization Administrator Login Screen*

VMS Organization Administrators have access to the following sections of the VMS web user interface:

- Room Management
- Resource Management
- Meeting Types
- Organization Settings
- Meeting Scheduling
- User Management
- Meeting Templates
- All Meetings
- My Meetings
- Address Book
- My Profile

Note For more information on defining users and user types as an Organization Administrator, see User Management on page 111.

AS A VMS USER

Go to the VMS user login address provided in your user setup notification e-mail. Log in using the credentials provided in the e-mail.

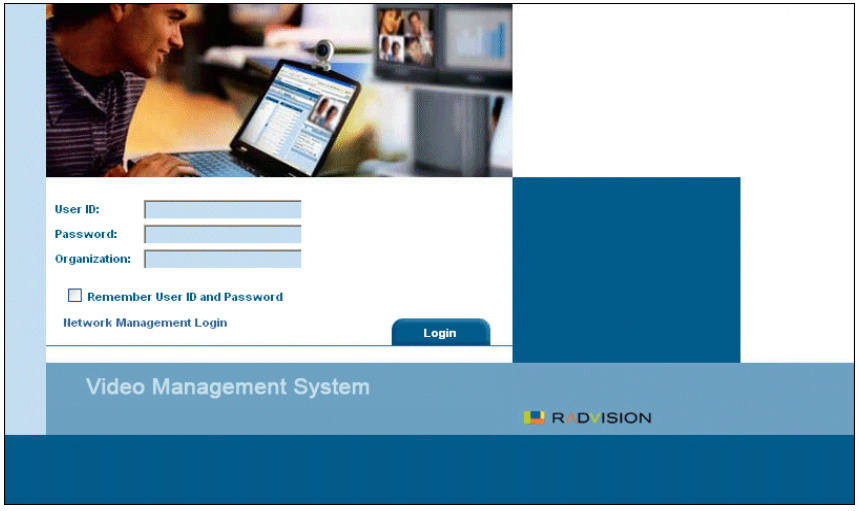


Figure 2-4 *VMS User Login Screen*

VMS users *can* have access to the following sections of the VMS web user interface, depending on their user type definitions:

- Meeting Scheduling
- Meeting Templates
- My Meetings
- Address Book
- My Profile

3

ORGANIZATION MANAGEMENT

WHO SHOULD READ THIS CHAPTER

This chapter is relevant to VMS Pro Service Provider Administrators only.

BASICS

It is important to understand the distinction between a VMS *user* and a VMS *organization*. Users are at the base of the VMS user pyramid. Users use the VMS on a day-to-day basis, scheduling meetings and inviting attendees.

An *organization*, on the other hand, can be a company, an organization or an individual that has registered with a Service Provider for video meeting services. An organization controls a discrete set of endpoints and a user group. The VMS organization controls privileges for its users.

This chapter describes the procedures for creating and modifying VMS organizations.

The **Organization Management** section contains the following tabs:

- Active Tab
- Inactive Tab

ACTIVE TAB

In the **Organization Management** section, select the **Active** tab. The active organization table displays.

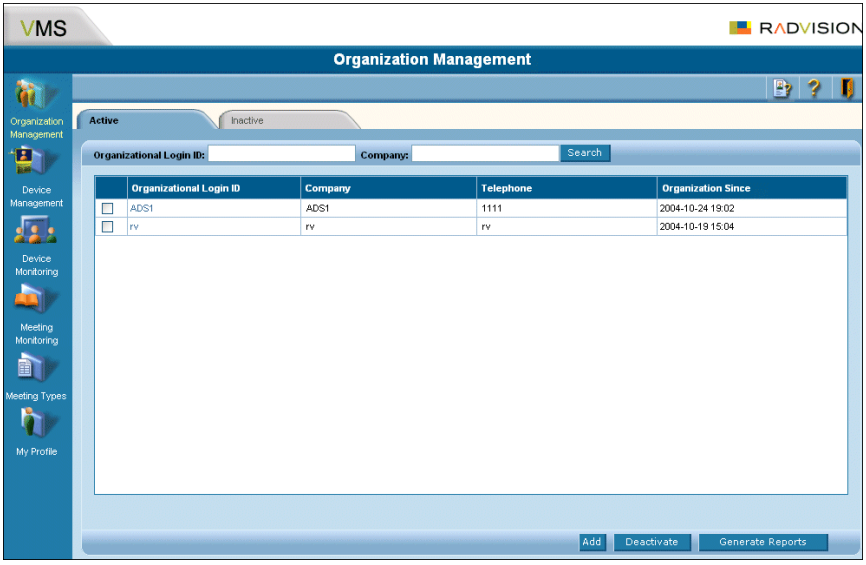


Figure 3-1 *Organization Management: Active Tab*

SEARCHING FOR AN ORGANIZATION

Organization Login ID

Type the full or partial organizational login ID of the organization for which you are searching.

Company

Type the full or partial company name for which you are searching.

Search

Click to perform an organization search.

Viewing Organization Information

Organizational Login ID

Displays the organizational login ID. This name forms part of the login credentials for users belonging to this organization.

Company

Displays the organization company name, if applicable.

Telephone

Displays the main contact telephone number for the organization.

Organization Since

Displays the date on which the organization was added to the VMS.

Add

Click to add a new organization.For more information, see Adding an Organization Profile on page 23.

Generate Reports

Click to generate a report in *.xls* format containing the same information displayed in the browser window. For more information, see Generating Reports on page 32.

Adding an Organization Profile

Click **Add** to display the **Organization Profile** dialog box. The **Organization Profile** dialog box contains the following tabs:

- General Tab
- Contact Tab

Note Service Provider Administrators are advised to download and upload meeting types to/from the VMS before creating organizations. For more information, see the Meeting Types chapter.

GENERAL TAB

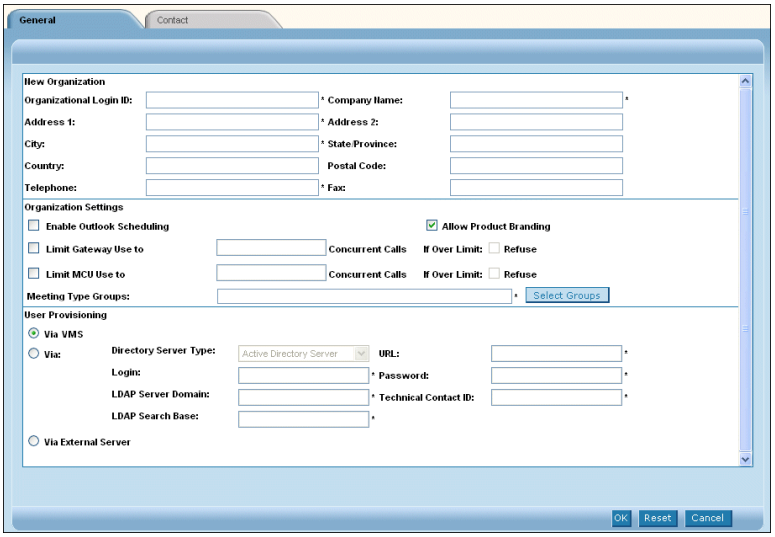


Figure 3-2 *Organization Profile: General Tab*

NEW ORGANIZATION

Organizational Login ID

Type an organization login name. The organization login ID is the name typed by users of that organization to access the VMS web user interface.

Company Name

Type the organization company name. The value of this field is descriptive only.

Address

Type organization address information, including city, state/province, country, and postal code.

Telephone

Type the organization telephone number. This number will appear in the **Active** and **Inactive** tabs.

Fax

Type the organization fax number.

Organization Settings

Enable Outlook Scheduling

Check to allow organization users to schedule meetings via the VMS Outlook Client.

Note VMS Light does not support Outlook scheduling.

Allow Product Branding

When checked, the **Branding** tab displays in the **Organization Settings** section for the specified organization. The **Branding** tab enables the VMS Organization Administrator to change the product logo that displays in the top left corner of the VMS user interface.

When unchecked, the **Branding** tab does not display in the **Organization Settings** section for the specified organization, and the product logo defined by the VMS Pro Service Provider Administrator displays in the top left corner of the VMS interface for all organization users. The VMS Organization Administrator cannot change the product logo that displays.

Unchecked by default. For more information, see Branding Tab on page 155.

When checked, the last product logo defined by the VMS Organization Administrator displays in the VMS interface for all organization users.

Note You can also perform branding operations via the VMS Configuration Tool. For more information, see Branding Customized on page 359.

Limit Gateway Use to *n* Concurrent Calls

Check to define the maximum number of concurrent gateway calls that the VMS can schedule for this organization. During resource allocation, the VMS will check to see if a new scheduled meeting will exceed the defined limit.

Refuse

When checked, if the meeting you are scheduling causes the number of allowed concurrent calls to be exceeded, users receive a warning message and are returned to the scheduling interface.

When unchecked, if the meeting you are scheduling causes the number of allowed concurrent calls to be exceeded, the extra terminals in the meeting you are scheduling are recorded in the CDR.

Limit MCU Use to *n* Concurrent Calls

Check to define the maximum number of concurrent MCU calls that the VMS can schedule for this organization. During resource allocation, the VMS will check to see if a new scheduled meeting will exceed the defined limit.

Refuse

When checked, if the meeting you are scheduling causes the number of allowed concurrent calls to be exceeded, users receive a warning message and are returned to the scheduling interface.

When unchecked, if the meeting you are scheduling causes the number of allowed concurrent calls to be exceeded, the extra terminals in the meeting you are scheduling are recorded in the CDR.

Meeting Type Groups

Click **Select Groups** to display the **Select Meeting Type Groups** dialog box. Use the arrows to select the required meeting types for the specified organization. All users belonging to an organization will have access to the meeting types of that organization by default. For more information on meeting type groups, see Meeting Type Groups Tab on page 105.

User Provisioning

Organizations can provision video meeting users via the VMS or via an external directory server. For information on viewing user information via a directory server, see the Provisioning Users via a Directory Server appendix.

Via VMS

Select **Via VMS** to set organization user personal information via the VMS web interface and to store the information in the VMS database.

Via Directory Server Type

Select **Via Directory Server Type** to create and provision users, and to maintain user information via the organization local directory server.

Select the organization directory server type from the drop-down list in the **Directory Server Type** field.

Note If you select the **Active Directory Server** option and the Active Directory Server goes offline during regular operation, no access to the VMS is available to your organization or to the administrator of your organization.

URL

Type the URL of the directory server host machine using either the IP address or the FQDN (Fully Qualified Domain Name). For example, a URL using the FQDN appears in the format *ldapserver.abc.com:389*.

Login

Type the directory server administrator login ID.

Password

Type the directory server administrator password.

LDAP Server Domain

Type the FQDN for the directory server.

Technical Contact ID

Type the user ID of the designated contact person for this organization. This information is used to create the first Organization Administrator user within the VMS. This user will be able to log in after installation is complete and set up the rest of the users and resources.

LDAP Search Base

Type the root of the Directory Information Tree in which the VMS begins a search for a user. Do not include domain components such as “dc=abc, dc=com”. You can type multiple search bases by separating search bases with a semicolon. For example, “ou=VMS;cn=Users”.

Note Once you have created the organization account, you cannot change the user provisioning type.

OK

Click to save the specified organization profile. The **Contact** tab displays.

Reset

Click to deactivate the members of this organization. The organization details are maintained, but the members of this organization are inactive and cannot use this system.

Cancel

Click to return to the previous page without saving the specified organization profile.

CONTACT TAB

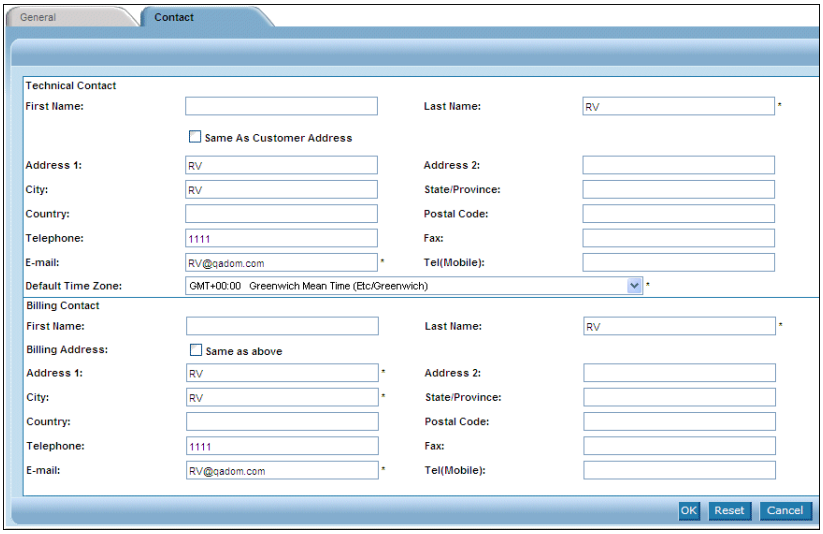


Figure 3-3 *Organization Profile: Contact Tab*

TECHNICAL CONTACT

When the organization account is created, the technical contact will automatically be assigned as an Organization Administrator.

First Name

Type the first name of the organization technical contact.

Last Name

Type the family name of the organization technical contact.

The VMS creates an administrator account using the last name followed by “admin”. For example, with last name “smith”, the VMS creates the administrator account “smithadmin”.

The default password for the administrator account is “1111”. You can modify the default password in the **Organization administrator default Password** field of the **General Settings** tab of the VMS Configuration Tool. For more information, see Organization administrator default Password on page 353.

RADVISION recommends that you modify the VMS Organization Administrator default password and reset the password for this account.

Same as Organization Address

Check to automatically copy address information from the **General** tab (Figure 3-2 on page 24).

Address

Type address information for the technical contact including city, state/province, country and postal code.

Telephone

Type the office telephone number for the organization technical contact.

Fax

Type the fax number for the organization technical contact.

E-mail

Type the e-mail address of the organization technical contact. An e-mail will be sent to this address detailing initial login information for the VMS account.

Tel(Mobile)

Type the mobile telephone number for the organization technical contact.

Default Time Zone

Select the default time zone from the drop-down list for all new users within this organization.

BILLING CONTACT

First Name

Type the first name of the organization billing contact.

Last Name

Type the family name of the organization billing contact.

Billing Address

Check to automatically copy billing address information from the **General** tab (Figure 3-2 on page 24).

Same as above

Check to automatically copy address information from the **Technical Contact** section above.

Address

Type address information for the billing contact including city, state/province, country and postal code.

Telephone

Type the office telephone number for the organization billing contact.

Fax

Type the fax number for the organization billing contact.

E-mail

Type the e-mail address of the organization billing contact.

Tel(Mobile)

Type the mobile telephone number for the organization technical contact.

OK

Click to save the technical and billing contact information. A page will display confirming the addition of a new organization.

Reset

Click to reset information that has been modified.

Cancel

Click to return to the previous page without saving the specified organization profile.

Viewing/Modifying an Organization Profile

Click the entry you wish to view in the **Organizational Login ID** column of the **Active** tab. The **Organization Profile** dialog box displays with the **General** tab selected (Figure 3-2 on page 24).

To modify an organization profile

1. Click **Modify**.
2. Edit the relevant details and then click **OK**. You will be redirected to the **Contact** tab.
3. Confirm that this information is correct and then click **OK**. The information for this organization is now updated.

Deactivating an Organization

To deactivate an organization

- In the first column of the **Active** tab, check the box next to the organization you wish to deactivate and click **Deactivate**.

  All meeting types for this organization are deactivated automatically.

Generating Reports

Click the **Generate Reports** button in the **Active** tab to generate a report of all active members in *.xls* format. Save and view with Microsoft Excel. The report contains the following information fields about each organization:

- Organizational Login ID
- Company Name
- Address 1
- Address 2
- City
- State
- Zip Code
- Country
- Telephone #
- Main Contact
- Meeting Type Groups

- Billing Contact
- Outlook Scheduling
- Organization Since

INACTIVE TAB

In the **Organization Management** section, select the **Inactive** tab. The inactive organization table displays.

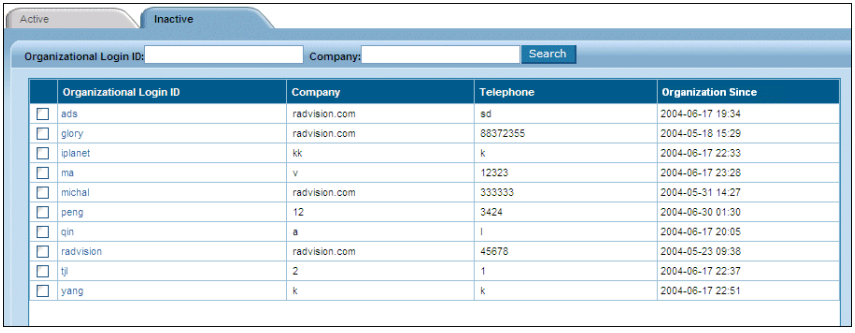


Figure 3-4 *Organization Management: Inactive Tab*

SEARCHING FOR AN ORGANIZATION

Organizational Login ID

Type the full or partial organizational login ID of the organization for which you are searching.

Company

Type the full or partial company name for which you are searching.

Search

Click to perform an organization search.

VIEWING ORGANIZATION INFORMATION

Organizational Login ID

Displays the name of the organization. This name is used as part of the login credentials for users belonging to this organization.

Company

Displays the company name of the organization if applicable.

Telephone

Displays the main contact telephone number for the organization.

Organization Since

Displays the date on which the organization was added to the VMS.

Viewing an Inactive Organization Profile

Click the entry you wish to view in the **Organizational Login ID** column of the **Inactive** tab. The **Organization Profile** dialog box displays with the **General** tab selected (Figure 3-2 on page 24).

Deleting/Activating an Inactive Organization

In the first column of the **Inactive** tab, check the box next to the organization you wish to delete or activate.

To delete the organization profile

- Click **Delete**.

  Information for this organization will be deleted from the database.

To activate the organization

- Click **Activate**.

  All meeting types for this organization are immediately restored.

4

DEVICE MANAGEMENT

WHO SHOULD READ THIS CHAPTER

This chapter is relevant to VMS Pro Service Provider Administrators only.

BASICS

The VMS has been designed to offer interoperability with many of the MCUs and gatekeepers/SIP servers on the market.

MCU models currently supported by the VMS include

- RADVISION MCU version 2.2 and later
- Cisco IPVC-3540 version 2.2 and later
- Polycom/Accord MGC version 3.0 and later

Gatekeepers/SIP servers currently supported by the VMS include

- RADVISION ECS Gatekeeper version 3.6.0.5 and later
- Cisco MCM version 2.0
- Microsoft LCS

The **Device Management** section contains the following tabs:

- Topology Tab
- Gatekeeper/SIP Server Tab
- MCU Tab
- Gateway Tab

Note RADVISION recommends that you first configure the **Topology** tab, followed by the **Gatekeeper/SIP Server**, **MCU** and **Gateway** tabs, in that order.

TOPOLOGY TAB

In the **Device Management** section, click the **Topology** tab. The **Topology** table displays. For information about network topology, see Network Topology on page 9.

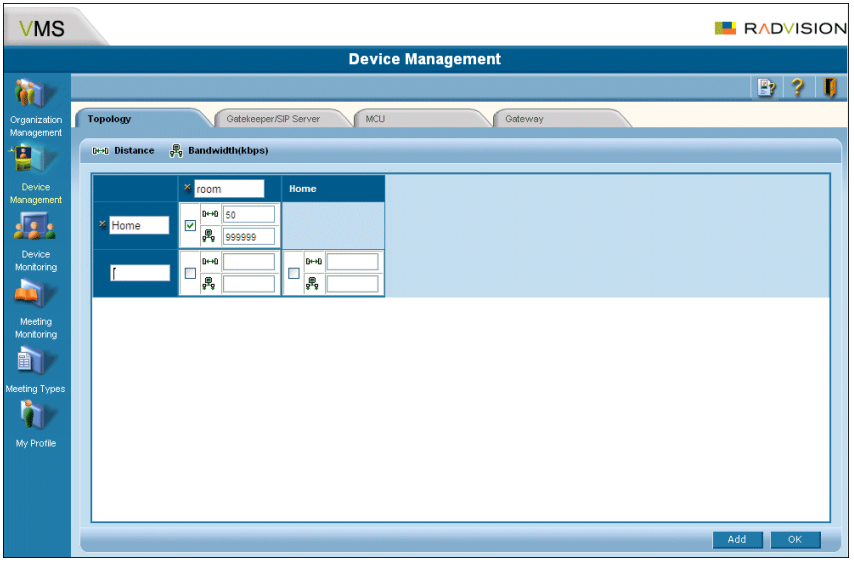


Figure 4-1 *Device Management: Topology Tab*

Bandwidth allocation and distance configuration are as shown in Figure 4-2.

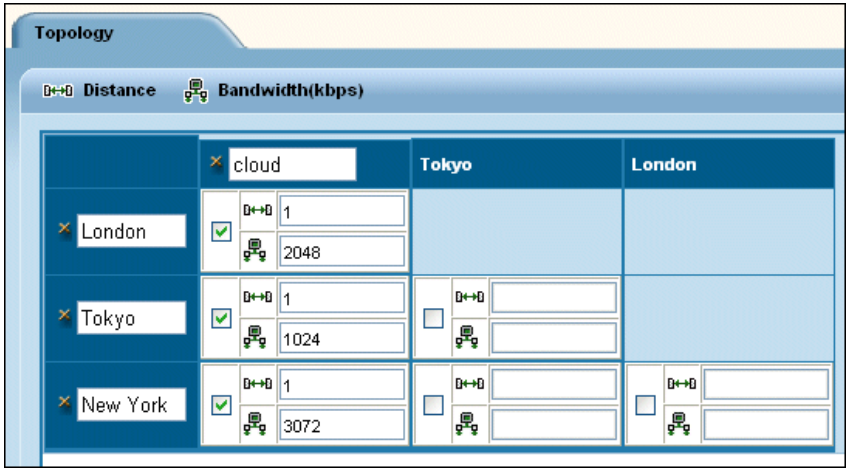


Figure 4-2 *Device Management: Topology Tab—Cloud Topology*

VIEWING TOPOLOGY INFORMATION

The **Topology** tab displays distance and bandwidth information for all Device Islands within your video network. Locate the required Device Islands in the top row and the far left column of the table. The table cell at which the two Device Islands meet contains their distance and bandwidth information.

Distance

Indicates the distance between the specified Device Islands relative to all other configured islands on the organization LAN. This setting is used to find and allocate the best available resources based on the minimal delay.

Bandwidth

Indicates the bandwidth connection (in Kbps) between the specified Device Islands. This setting is used to perform bandwidth control during resource allocation.

Note Type a value in both the **Distance** and **Bandwidth** fields, or leave both fields empty. If left empty, the two Device Islands are not physically connected.

Adding a Device Island

Click **Add** to display a new field and group boxes in the **Topology** tab, as shown in Figure 4-3. Type the Device Island name in the field on the left. Place a check in the checkbox between the newly created Device Island and existing Device Islands. Type the distance and bandwidth information, and click **OK**.

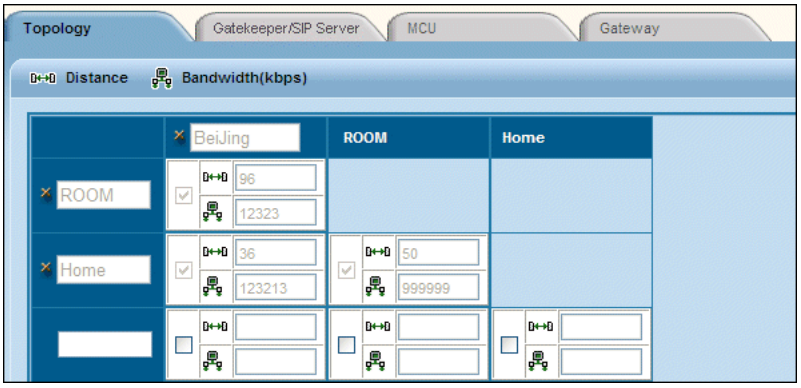


Figure 4-3 *Device Management: Topology Tab with New Fields*

Modifying/Deleting a Device Island

To modify a Device Island

- Modify the relevant Device Island details directly in the parameter fields in the **Topology** tab and then click **OK**.

To delete a Device Island

1. Click the “x” to the left of the appropriate Device Island name in the left column.

   If there are devices currently assigned to the specified Device Island, the **Reassign Device Island** dialog box displays for reassigning those devices to another island.
2. Select the required Device Island and click **Reassign**.

GATEKEEPER/SIP SERVER TAB

In the **Device Management** section, click the **Gatekeeper/SIP Server** tab. The **Gatekeeper/SIP Server** table displays.

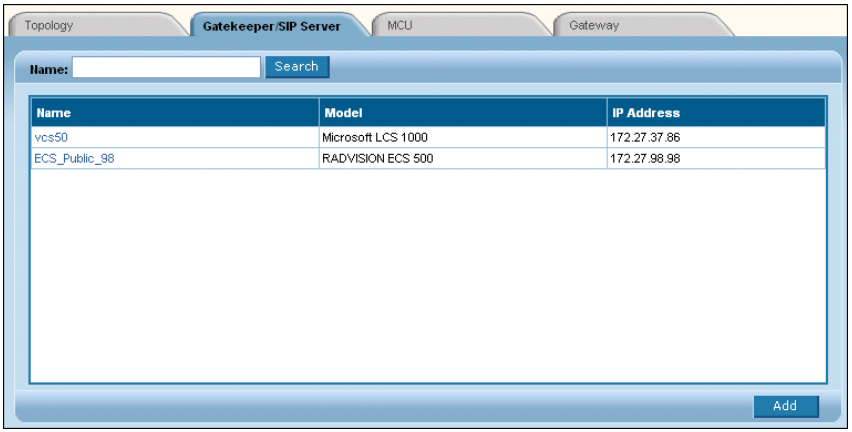


Figure 4-4 *Device Management: Gatekeeper/SIP Server Tab*

SEARCHING FOR A GATEKEEPER/SIP SERVER

Name

Type the full or partial name of the gatekeeper/SIP server for which you are searching.

Search

Click to perform a gatekeeper/SIP server search.

VIEWING GATEKEEPER/SIP SERVER INFORMATION

Name

Displays the name of the gatekeeper/SIP server.

Model

Displays the gatekeeper/SIP server model.

IP Address

Displays the gatekeeper/SIP server IP address.

ADDING A GATEKEEPER/SIP SERVER

Click **Add**. The **New Gatekeeper/SIP Server** dialog box displays. Type the relevant details and click **OK**.

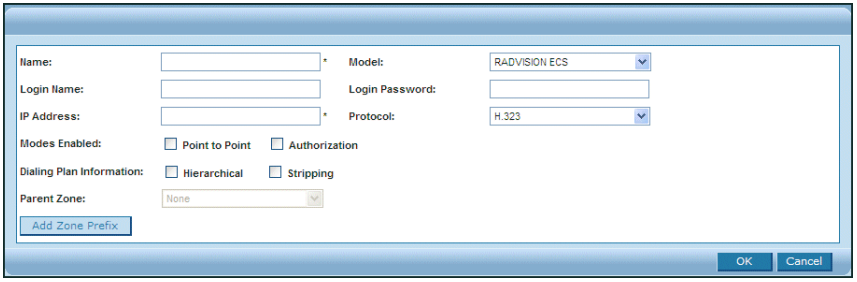


Figure 4-5 *New Gatekeeper/SIP Server Dialog Box*

Name

Type the name of the gatekeeper/SIP server.

Model

Select the relevant gatekeeper/SIP server model from the drop-down list.

Login Name

For RADVISION ECS only. Type the login name configured in the ECS to gain access to the ECS interface.

Login Password

For RADVISION ECS only. Type the login password configured in the ECS to gain access to the ECS interface.

IP Address

Type the IP address of the gatekeeper/SIP server.

Protocol

Displays either H.323 or SIP depending on the configuration of your gatekeeper/SIP server.

For information on working with SIP, see Defining a SIP Environment on page 44.

SIP Domain

For LCS or other SIP servers only. Type the SIP domain for this proxy server. Appears only when SIP is selected in the **Protocol** drop-down menu.

Modes Enabled

For RADVISION ECS only.

- **Point to Point**—When checked, the VMS uses the advanced ECS Third Party Call Control API to create meetings with only two endpoints directly from the gatekeeper without taking any MCU resources. For more information, see Endpoint-initiated Meetings on page 45.
- **Authorization**—When checked, the VMS communicates with the ECS to monitor and to authorize all point-to-point calls in the system. For more information about the **Authorization** option, see Endpoint-initiated Meetings on page 45.

Note You must check **Authorization** to allow a gateway to support Direct Inward Dialing (DID).

Authorization Login

For RADVISION ECS only. Type the authorization login configured on your RADVISION ECS. Appears only when **Authorization** is checked.

Authorization Password

For RADVISION ECS only. Type the authorization password configured on your RADVISION ECS. Appears only when **Authorization** is checked

Authorization Port

For RADVISION ECS only. Type the authorization port configured on your RADVISION ECS.

Note Authorization fields are available only when a RADVISION ECS version 3.6.0.5 and later is specified in the **Model** field. Configure authorization fields only when gateways on your network are set to work in DID mode.

Dialing Plan Information

- **Hierarchical**

  Check if neighbors to this gatekeeper have a “parent-child” relationship, instead of a flat peer relationship, in your dialing plan. When checked, the **Parent Zone** option will also be enabled.

Note The **Hierarchical** checkbox remains unchecked for a root gatekeeper. The root gatekeeper of a hierarchical tree structure has no parent but may have peer neighbors.

- **Stripping**

  Check if the gatekeeper is configured to strip zone prefixes.

Note Multi-gatekeeper dialing plan support is available for RADVISION Gatekeepers only.

Note When checked, registered endpoint E.164 numbers and MCU/Gateway service prefixes **must not** begin with the same digits as the gatekeeper prefix.

Parent Zone

Select the gatekeeper parent zone from the drop-down list. Select **none** if the gatekeeper is at the top of the hierarchy. Available only when **Hierarchical** is checked in the **Dialing Plan Information** field.

Add Zone Prefix

Click to add a prefix for each zone configured on the gatekeeper.

Delete Zone Prefix

Check the prefix to be deleted and click **Delete Zone Prefix** to delete the specified prefix.

MODIFYING/DELETING A GATEKEEPER/SIP SERVER

In the **Name** column of the **Gatekeeper/SIP Server** tab, click the entry you wish to modify. The **Modify Gatekeeper/SIP Server** dialog box displays.

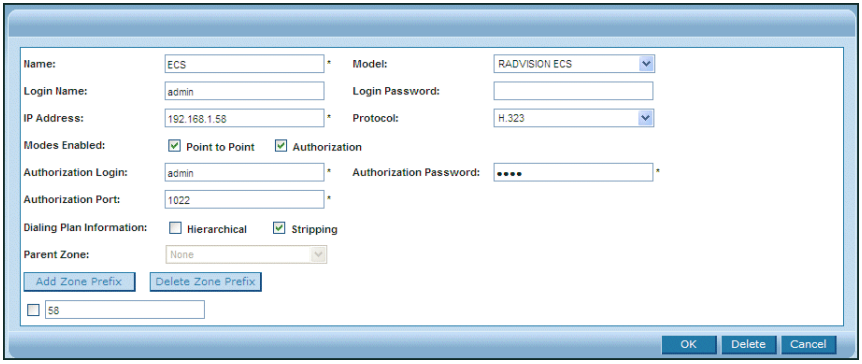


Figure 4-6 *Modify Gatekeeper/SIP Server Dialog Box*

To modify a gatekeeper/SIP server

- Modify the relevant gatekeeper/SIP server details and then click **OK**.

  Unchecking the **Point to Point** option causes all future point-to-point meetings scheduled on this gatekeeper/SIP server to be rescheduled. There is no guarantee that point-to-point meetings can be rescheduled successfully.

  Unchecking the **Authorization** option causes the VMS to be unable to check endpoint-initiated meetings for resource conflicts or support Direct Inward Dialing (DID).

To delete a gatekeeper/SIP server

- Click **Delete**.

  If there are any meetings scheduled within two hours of the time of deletion utilizing this gatekeeper/SIP server, the VMS will not allow the deletion.

  If the gatekeeper/SIP server has other gateways mapped as "children", the VMS will reconfigure the gateway dialing plan with those children as root gatekeeper/SIP servers and dial accordingly.

  If there are devices registered to the deleted gatekeeper/SIP server, they will display as not registered to any gatekeeper/SIP server after the deletion.

  It is important that these relationships be reviewed and reconfigured manually, if necessary, after any gatekeeper/SIP server is deleted.

DEFINING A SIP ENVIRONMENT

This section describes how you configure a SIP environment in the VMS when working with RADVISION MCU version 3.x or with Cisco MCU version 3.x.

Note Before you configure SIP settings in the VMS, ensure you have correctly set the required SIP server details in the **SIP** section of the **Protocols** tab in the RADVISION MCU.

To define a SIP server

1. In the **Gatekeeper/SIP Server** tab, click **Add**.

   The **New Gatekeeper/SIP Server** dialog box displays.
2. In the **Model** field, select **Microsoft LCS** from the drop-down list.

   The **Protocol** field automatically displays **SIP**.
3. Configure the remaining fields and click **OK**.

   The new SIP server appears in the **Gatekeeper/SIP Server** tab.

To register the MCU with the new SIP server

1. In the **MCU** tab, click **Add** or select an existing MCU by clicking in the **Name** column of the required entry.

   The **New MCU** (or **Modify MCU**) dialog box displays.
2. Check the **SIP Only** checkbox.
3. Configure the remaining fields and click **OK**.

   The new SIP server appears in the **MCU** tab.

ENDPOINT-INITIATED MEETINGS

The VMS establishes point-to-point or multipoint meetings created through either the web scheduling interface or the Microsoft Outlook Client. For more information about Outlook support, see the VMS Outlook Client appendix.

Note VMS Light does not support Outlook scheduling.

The VMS can also handle ad hoc calls initiated from registered terminals. The VMS identifies any resource conflicts, and system administrators can more effectively track resource usage, while using in-meeting control. For more information, see In-meeting Control on page 214.

When an endpoint initiates a meeting following normal E.164 dialing rules, the ECS sends an authorization request to the VMS. The VMS then allocates resources, adds the meeting to the list of in-session meetings in the **All Meetings** section, and creates a record of the meetings in the CDR if configured to do so.

Note Because endpoint-initiated ad hoc meetings are relevant to terminals rather than users, and because terminals can be assigned to multiple users, ad hoc meetings appear only in the **All Meetings** section, and not in the **My Meetings** section.

Authorization Mode

To enable Authorization Mode, check the **Authorization** option in the **Modes Enabled** field in the **New** (or **Modify**) **Gatekeeper/SIP Server** dialog box.

In Authorization Mode, only terminals which are predefined on the VMS can initiate calls. When a predefined terminal initiates a call to a non-predefined terminal, the VMS treats the non-predefined terminal as an external endpoint.

You can initiate a call in Authorization Mode via the VMS web interface or by dialing from a predefined terminal. However, Authorization Mode does not support the RADVISION MCU web interface.

The VMS does not allow you to extend an endpoint-initiated call when any one of the participating endpoints is invited to a meeting within 30 minutes of the scheduled end of the call.

Note The 30-minute period is the default setting for the **Duration of Endpoint Initiated Calls** field in the VMS Configuration Tool utility. You can modify this value. For more information, see Duration of Endpoint Initiated Calls on page 355.

Meeting ID Conflicts

This section describes how the VMS behaves when a meeting ID for an endpoint-initiated meeting entered manually by the user conflicts with a meeting ID already in use by the VMS.

Note The term “port” refers to a VMS connection to an endpoint. For example, a meeting with five participating endpoints uses five ports. A call via a gateway to an MCU uses one port. Where a meeting spans multiple MCUs for bandwidth optimization, an additional port is required on each MCU. For example, a meeting spanning two MCUs in which three participating endpoints are on the first MCU and four participants on the second MCU requires nine ports (7 endpoints + 2 MCUs).

- If the meeting ID entered for an endpoint-initiated meeting matches the ID of another in-session meeting created through the VMS, the terminals will join that meeting if there are reserved ports available.
- If the meeting ID entered for an endpoint-initiated meeting matches the ID of an upcoming meeting scheduled through the VMS, the endpoint-initiated meeting will be rejected.

- If the meeting ID entered for an endpoint-initiated meeting matches the ID of a past meeting scheduled through the VMS, the endpoint-initiated meeting will be created successfully.

Reserved ISDN Ports

When an endpoint-initiated meeting is created, the in-meeting control panel (see In-meeting Control on page 214) displays no reserved ISDN ports because gateway resources are not reserved when an endpoint-initiated meeting is created. ISDN terminals may still be added to the meeting as long as there are resources available. You can add ISDN terminals either by dialing in to the meeting or via the in-meeting control panel.

MCU Tab

In the **Device Management** section, click the **MCU** tab. The **MCU** table displays.

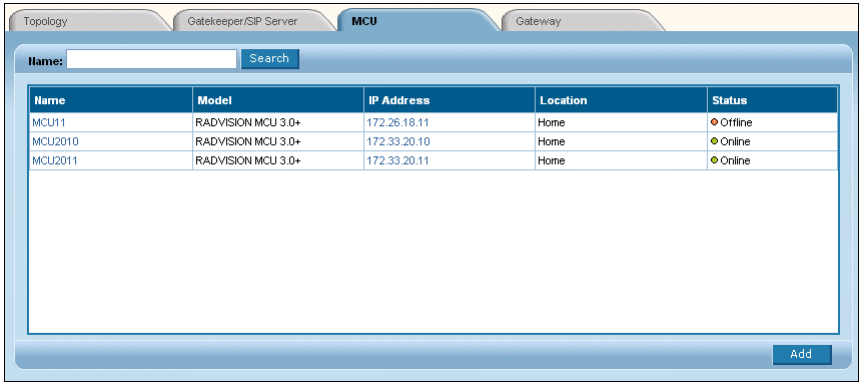


Figure 4-7 *Device Management: MCU Tab*

Searching for an MCU

Name

Type the full or partial name of the MCU for which you are searching.

Search

Click to perform an MCU search.

Viewing MCU Information

Name

Displays the name of the MCU.

Model

Displays the MCU model.

IP Address

Displays the IP address of the MCU.

Location

Displays the Device Island in which the MCU is located.

Status

Displays the status of the MCU—Online or Offline.

Note All MCUs are listed as **Online** by default. For information about changing the status of an MCU, see Taking an MCU Offline on page 54.

Adding an MCU

Click **Add**. The **New MCU** dialog box displays. Type the relevant details and click **OK**.

The **New MCU** dialog box contains the following tabs:

- Basic Tab
- Advanced Tab for RADVISION MCU v2.x and Cisco MCU v2.x
- Advanced Tab for RADVISION MCU v3.x and Cisco MCU v3.x
- Advanced Tab for Accord MCU

Note The **Advanced** tab varies according to the MCU model in use.

BASIC TAB

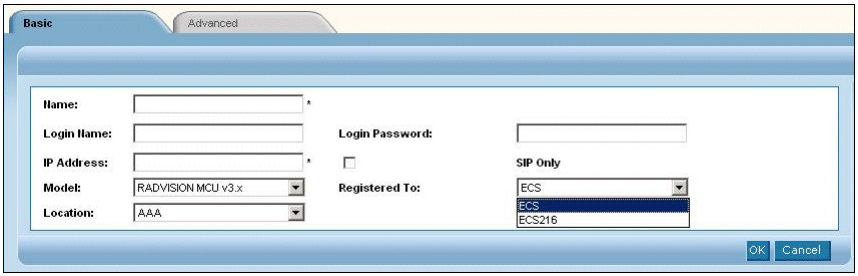


Figure 4-8 *New MCU: Basic Tab*

Name

Type the name of the MCU.

Login Name

Type the login name configured in the MCU to gain access to the MCU interface.

Login Password

Type the login password configured in the MCU to gain access to the MCU interface.

IP Address

Type the IP address of the MCU.

Note If the VMS and MCU are located on different networks, your security policy must allow SNMP and XML connections between the VMS and the MCU.

SIP Only

Check if your MCU is only registered to a SIP server and not registered to any H.323 gatekeeper. Available for RADVISION MCU version 3.x and Cisco MCU version 3.x only.

Model

Select the relevant MCU model from the drop-down list.

Location

Select the Device Island in which the MCU is located.

Registered To

Select from the drop-down list the gatekeeper to which this MCU registers. A complete list of zone prefixes configured within the VMS is also displayed after the gatekeeper name.

Note If the specified gatekeeper is configured to strip prefixes, MCU service prefixes **must not** begin with the same digits as the gatekeeper prefix.

ADVANCED TAB FOR RADVISION MCU V2.X AND CISCO MCU V2.X

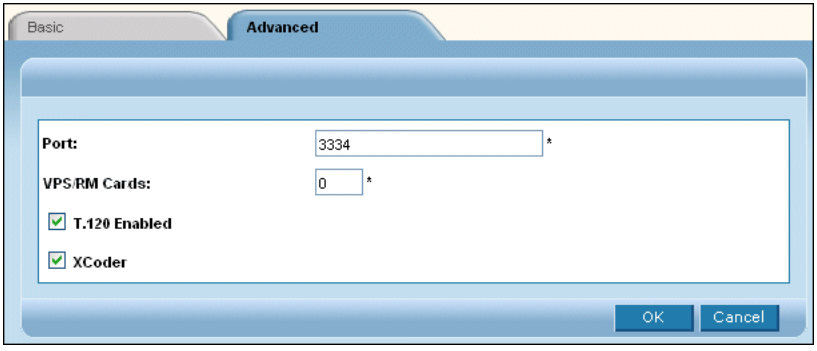


Figure 4-9 *New MCU: Advanced Tab for RADVISION MCU v2.x and Cisco MCU v2.x*

Port

Type the port through which the VMS communicates with the MCU. Check your device user manual for confirmation of the port on which the MCU operates.

VPS/RM Cards

Type the number of RADVISION Video Processing Server (VPS) cards or Cisco RM cards with which the RADVISION or Cisco MCU operates.

If you are using one of the following RADVISION Media Video Processor (MVP) cards, type the number shown:

- MVP-10—type 1
- MVP 30—type 3

T.120 Enabled

Check to indicate that the MCU operates with T.120 Data Collaboration support.

XCoder

Check to indicate that the MCU supports audio transcoding.

ADVANCED TAB FOR RADVISION MCU V3.X AND CISCO MCU V3.X

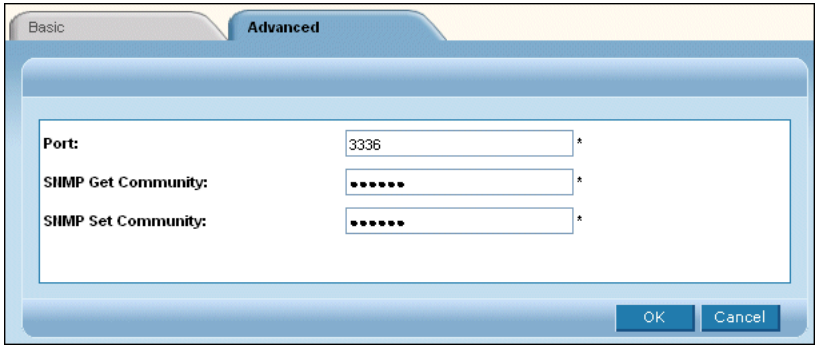


Figure 4-10 *MCU: Advanced Tab for RADVISION MCU v3.x and Cisco MCU v3.x*

Port

Type the port through which the VMS communicates with the MCU. Check your device user manual for confirmation of the port on which the MCU operates. Set to 3336 by default.

SNMP Get Community

Type the password used to retrieve information from the SNMP Community.

SNMP Set Community

Type the password required in order to write information to the SNMP Community.

The VMS uses the configured SNMP Community settings when interacting with the MCU. The VMS automatically updates resource factors in any newly added MCU.

Note If the VMS cannot connect to a newly configured RADVISION MCU version 3.x, the MCU will be added, but its status will be **Offline**. To attempt reconnection to the MCU, set the MCU status to **Online** and click **Update**.

ADVANCED TAB FOR ACCORD MCU

Before configuring the **Advanced** tab, you must know the configuration settings of your Accord MCU.

Note Because Accord MCUs accept multiple audio and video input cards, there are no preconfigured Accord MCU models in the VMS.

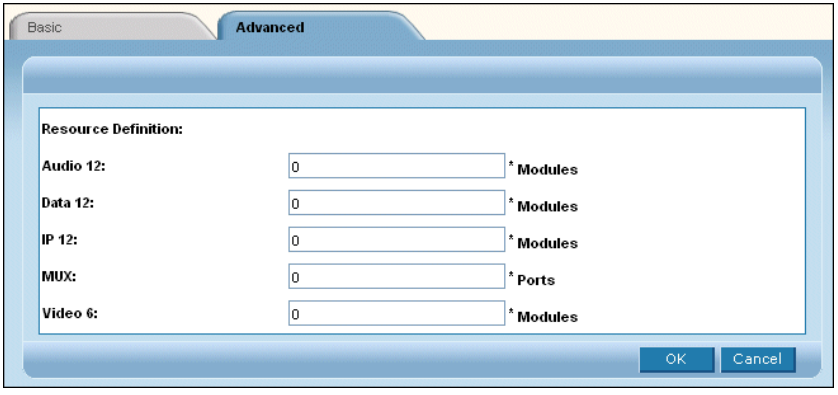


Figure 4-11 *Advanced Tab for Accord MCUs*

Audio 12

Type the number of Audio 12 modules in your Accord MCU. Each Audio 24 module should be treated as two Audio 12 modules.

Data 12

Type the number of Data 12 modules in your Accord MCU. Each Data 24 module should be treated as two Data 12 modules.

IP 12

Type the number of IP 12 modules in your Accord MCU. Each IP 24 module should be treated as two IP 12 modules.

MUX

If your MUX modules are configured at 384 Kbps, a single MUX module will have 16 ports. If your MUX modules are configured at 786 Kbps, a single MUX module will have 8 ports. Type the appropriate number.

Video 6

Type the number of Video 6 modules in your Accord MCU. A Video 12 Transcoding/CP module should be treated as two Video 6 modules.

Note Accord MCUs may also contain integrated Gateway cards. These gateway resources must be configured within the Gateway Tab in the **Device Management** section of the VMS.

MODIFYING/DELETING AN MCU

In the **MCU Name** column of the **MCU** tab, click the entry you wish to modify. The **Modify MCU** dialog box displays.

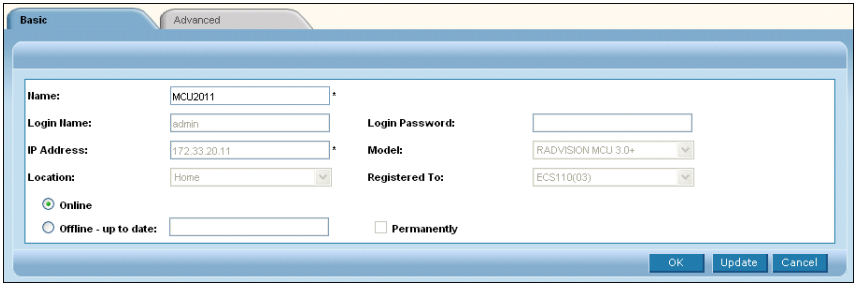


Figure 4-12 *Modify MCU Dialog Box*

To modify an MCU

- In the **Modify MCU** dialog box, modify the relevant MCU details and then click **OK**.

To delete an MCU

- In the **Modify MCU** dialog box, select the **Offline** radio button and the **Permanently** checkbox, then click **OK**.

Note All data other than name and online/offline status information is read-only until the MCU is taken offline **permanently**. Once taken offline permanently, all data fields are available for modification and the MCU can be deleted.

TAKING AN MCU OFFLINE

Taking an MCU offline means that the VMS will not schedule meetings for that MCU. You can specify whether an MCU is offline up to a specific date, or offline permanently.

When an MCU goes offline, all currently in-progress meetings are terminated. The VMS attempts to reschedule the upcoming meetings planned for this MCU on other MCUs with the same services and enough available resources. If no such replacement MCUs are available, upcoming meetings will be lost. No lost meetings are restored when the MCU comes back online again.

The VMS attempts to reschedule all meetings scheduled to this MCU from the time the MCU goes offline to the date specified in the **Offline up to date** field of the **Modify MCU** dialog box. If the MCU is set to be offline permanently, the VMS attempts to reschedule all future meetings.

To take an MCU offline

- In the **Modify MCU** dialog box, select the **Offline** radio button and select either a date to enter in **Offline Until** or check the **Permanently** checkbox. Then click **OK**.

Note Since the VMS will not automatically bring an MCU online even when the date specified in the **Offline up to date** field is reached, you must bring the MCU online manually.

UPDATING A RADVISION OR CISCO MCU V3.X

Update an MCU when an offline MCU is brought online or when there has been a configuration change on the MCU.

To update a RADVISION or Cisco MCU version 3.x

- Click the name of the MCU in the **MCU Name** column to open the **Modify MCU** dialog box, then click **Update**.

  Once updates have been made successfully, the user will be prompted to download any new service information present on the MCU.

  If the VMS is unable to update the MCU successfully, the MCU will be taken offline.

SCHEDULING DIRECTLY FROM AN MCU

If you schedule a meeting directly from the MCU Conference Control interface, no notification of the meeting reaches the VMS. In such cases, conflicts in resource allocation may occur. RADVISION recommends that you schedule meetings only via the VMS web user interface.

GATEWAY TAB

In the **Device Management** section, click the **Gateway** tab.

Figure 4-13 *Device Management: Gateway Tab*

Searching for a Gateway

Name

Type the full or partial name of the gateway for which you are searching.

Search

Click to perform a gateway search.

Viewing Gateway Information

Name

Displays the name of the gateway.

Registered To

Displays the name and zone prefix of the gatekeeper to which this gateway registers.

Location

Displays the Device Island in which the gateway is located.

Status

Displays the status of the gateway—Online or Offline.

Adding a Gateway

To ensure correct dialing and capacity management, gateway settings configured in the VMS must be consistent with the actual gateway configuration. RADVISION recommends:

- Maintaining IVR and DID number information in the VMS whenever there are changes in the gateway.
- Maintaining capacity information to ensure that there are always available gateway ports for scheduled and ad hoc calls.

Click **Add** to display the **New Gateway** dialog box. Type the relevant details and click **Save**.

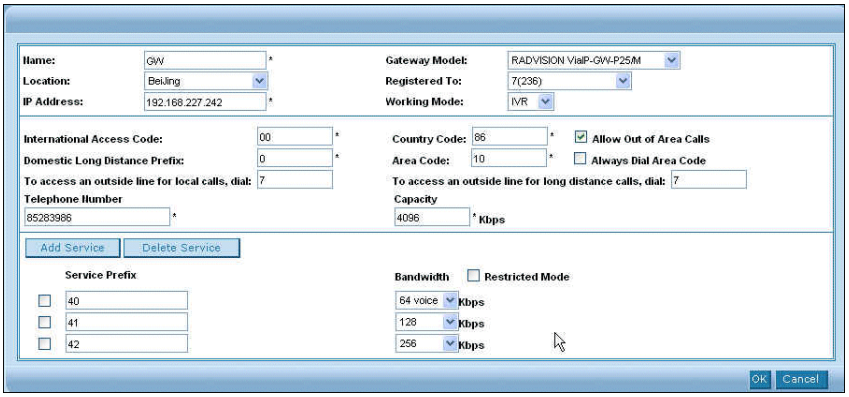


Figure 4-14 *New Gateway Dialog Box*

Name

Type the name of the gateway (optional).

Gateway Model

Select the gateway model from the drop-down list.

Location

Select the Device Island in which the gateway is located.

Registered To

Select from the drop-down list the gatekeeper to which this gateway registers. A complete list of zone prefixes configured within the VMS is also displayed after the gatekeeper name.

Note If this gatekeeper is configured to strip prefixes, Gateway service prefixes **must not** begin with the same digits as the gatekeeper prefix.

Attached MCU

Select the name of the Accord MCU to which this Accord gateway is attached. Available only when an Accord gateway is specified in the **Gateway Model** field.

Maximum Number of Ports

Type the maximum number of ports available on this gateway. Available only when an Accord gateway is specified in the **Gateway Model** field.

IP Address

Type the IP address(es) for all of the gateways using this phone number.

Working Mode

Select the gateway working mode. DID mode is available only if the gateway is registered to a RADVISION ECS. If not, IVR is selected by default.

Note Unless the gatekeeper to which this gateway is registered has been configured as an authentication server, meetings scheduled using DID numbers will not initiate correctly on the MCU. For more information, see Adding a Gatekeeper/SIP Server on page 40.

International Access Code

Type the international dialing access code.

Country Code

Type the country code of the gateway telephone numbers. The VMS appends the prefix when dialing out from this gateway to a terminal in a different country.

Allow Out of Area Calls

When checked, the gateway accepts incoming calls to the VMS from endpoints which have a different area code from the gateway area code.

When unchecked, only endpoints which have the same area code as the gateway can reach the VMS via the gateway.

Checked by default.

Note If you request reserved ports for a gateway when the **Allow Out of Area Calls** option is unchecked, ensure that the specified gateway has enough resources for the extra ports.

Domestic Long Distance Prefix

Type the prefix for domestic calls to a different area.

Area Code

Type the area code of the gateway telephone numbers. The VMS appends the prefix when dialing out from this gateway to a terminal with a different area code, but the same country code.

Always Dial Area Code

Check to always dial the area code.

To access an outside line for local calls, dial

Type the access code for an outside line for local calls.

To access an outside line for long distance calls, dial

Type the access code for an outside line for long distance calls.

Telephone Number

Type the local telephone number you want to assign to the specified port.

Capacity

Type the total gateway capacity allocated for this telephone number (in Kbps).

Note When more than one zone is present in the network, the gateway services must be configured as local services with the gatekeeper in order for the VMS to dial correctly.

Card Type

Select the card type for the selected port. Available only when an Accord gateway is specified in the **Gateway Model** field.

Module Type

Select the module type for the selected port. Available only when an Accord gateway is specified in the **Gateway Model** field.

Adding/Deleting a DID Range

Add DID Range

Click to add a new DID range to the gateway. Available only when **DID** is selected in the **Working Mode** field.

Lower Boundary

Type the lower limit in this DID range. Available only when **DID** is selected in the **Working Mode** field.

Upper Boundary

Type the upper limit in this DID range. Available only when **DID** is selected in the **Working Mode** field.

Note A DID range must contain 60 digits or fewer. Adding a range containing more than 60 digits will generate an error when the new gateway information is submitted to the VMS.

Delete DID Range

Select the required DID range and click to delete the range from the gateway. Available only when **DID** is selected in the **Working Mode** field.

Adding/Deleting a Service (Meeting Type)

Add Service

Click to add a new service (meeting type) to the gateway.

Note When more than one zone is present in the network, gateway services (meeting types) must be configured as local services (meeting types) with the gatekeeper in order for the VMS to dial correctly.

Delete Service

Check the specified service and click to delete that service from the gateway.

Service Prefix

Check to select the required service as configured in your gateway.

Bandwidth

Select from the drop-down list the bandwidth associated with this service as configured in your gateway.

Restricted Mode

Check to follow the convention of using multiples of 56 Kbps instead of multiples of 64 Kbps.

Note The VMS does not control or communicate with gateways. The VMS uses gateway setup information to make resource allocation decisions. For this reason it is important that gateway setup information such as port capacity and service bindings are correct.

MODIFYING/DELETING A GATEWAY

In the **Name** column of the **Gateway** tab, click the entry you wish to modify. The **Modify Gateway** dialog box displays.

To modify a gateway

- In the **Modify Gateway** dialog box, modify the relevant gateway details and then click **OK**.

To delete a gateway

- In the **Modify Gateway** dialog box, select the **Offline** radio button and the **Permanently** checkbox, then click **OK**.

Note All data other than the values in the **Name**, **Add Service**, **Add DID Range** and **Online/Offline** status fields are read-only until you take the gateway offline permanently. Once taken offline permanently, all data fields are available for modification and the gateway can be deleted.

TAKING A GATEWAY OFFLINE

All upcoming meetings scheduled to utilize the deleted gateway will be rescheduled. The organizer and participants will be notified of the new gateway information for each successfully rescheduled meeting. If there are no longer enough resources on the network to support some meetings, the organizer and participants will be notified of the cancellation.

To take a gateway offline

- In the **Modify Gateway** dialog box, select the **Offline** radio button and select either a date to enter in **Offline Until** or check the **Permanently** checkbox. Then click **OK**.

5

DEVICE MONITORING

WHO SHOULD READ THIS CHAPTER

This chapter is relevant to VMS Pro Service Provider Administrators only.

BASICS

The **Device Monitoring** section displays usage information for all MCUs and gatekeepers configured in the VMS.

The **Device Monitoring** section contains the following tabs:

- Performance Monitor Tab
- Statistics Tab

PERFORMANCE MONITOR TAB

In the **Device Monitoring** section, click the **Performance Monitor** tab. The **Performance Monitor** tab lists historical usage and failure information for each device during a designated time period. The default time interval is 1 hour. For more information on configuring the time graduation, see Device Monitoring Interval on page 352.

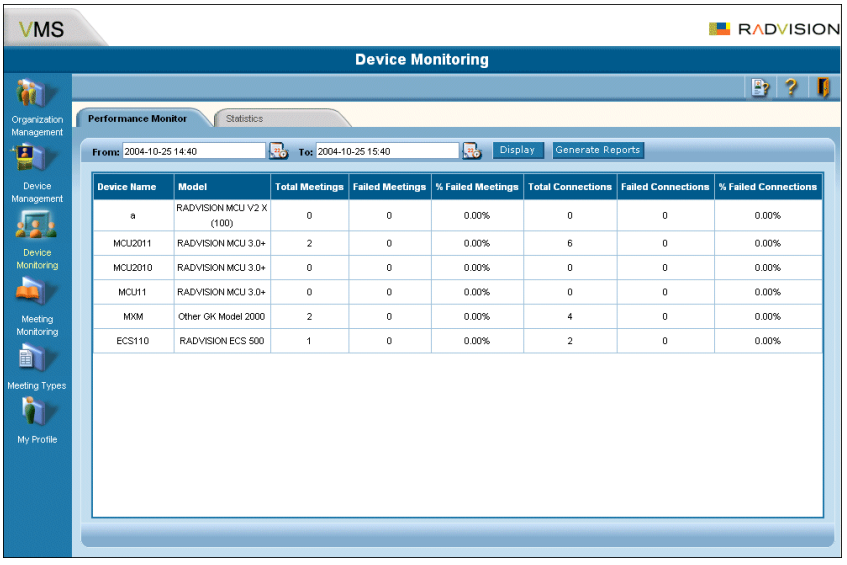


Figure 5-1 *Device Monitoring: Performance Monitor Tab*

Device Name

Displays the alias name of the MCU or gatekeeper.

Model

Displays the device model.

Total Meetings

Displays the total number of meetings hosted on the MCU during the designated time interval. These totals only include ad hoc and scheduled meetings created via the VMS.

Failed Meetings

Displays the total number of meetings that were unable to start on the MCU during the designated time interval. These totals only include ad hoc and scheduled meetings created via the VMS.

% Failed Meetings

Displays the number of failed meetings divided by the total number of meetings.

Total Connections

Displays the total number endpoints involved in meetings hosted on the MCU during the designated time interval. These totals only include ad hoc and scheduled meetings created via the VMS.

Failed Connections

Displays the total number of endpoints involved in meetings on the MCU that were unable to start during the designated time interval. These totals only include ad hoc and scheduled meetings created via the VMS.

% Failed Connections

Displays the number of failed connections divided by the total number of connections.

Creating Reports

From

Click the calendar to choose a date.

To

Click the calendar to choose a date.

Display

Click to generate a table in the browser window displaying total usage information for that time period.

Generate Reports

Click to generate a report in *.xls* format containing the same information displayed in the browser window.

STATISTICS TAB

In the **Device Monitoring** section, click the **Statistics** tab. The **Statistics** tab lists usage and failure information by time interval for each device during a designated time period. For example, the usage per hour over a 15-day period.

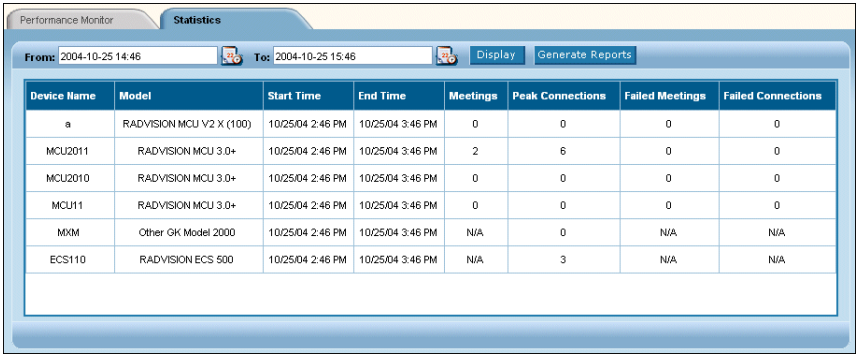

Performance Monitor
Statistics
From: 2004-10-25 14:46
To: 2004-10-25 15:46
Display
Generate Reports
Device Name | Model | Start Time | End Time | Meetings | Peak Connections | Failed Meetings | Failed Connections
a | RADVISION MCU V2 X (100) | 10/25/04 2:46 PM | 10/25/04 3:46 PM | 0 | 0 | 0 | 0
MCU2011 | RADVISION MCU 3.0+ | 10/25/04 2:46 PM | 10/25/04 3:46 PM | 2 | 6 | 0 | 0
MCU2010 | RADVISION MCU 3.0+ | 10/25/04 2:46 PM | 10/25/04 3:46 PM | 0 | 0 | 0 | 0
MCU11 | RADVISION MCU 3.0+ | 10/25/04 2:46 PM | 10/25/04 3:46 PM | 0 | 0 | 0 | 0
MXM | Other GK Model 2000 | 10/25/04 2:46 PM | 10/25/04 3:46 PM | N/A | 0 | N/A | N/A
ECS110 | RADVISION ECS 500 | 10/25/04 2:46 PM | 10/25/04 3:46 PM | N/A | 3 | N/A | N/A

Figure 5-2 *Device Monitoring: Statistics Tab*

Device Name

Displays the name of the MCU or gatekeeper.

Model

Displays the device model.

Start Time

Displays the beginning of the time interval.

End Time

Displays the end of the time interval.

Meetings

Displays the total number of multipoint meetings hosted on the MCU during the designated time interval. Totals include only ad hoc and scheduled meetings created via the VMS. Gatekeeper information is not displayed.

Peak Connections

Displays the peak number of endpoint connections for MCU or gatekeeper during the designated time interval. Figures include only ad hoc and scheduled meetings created via the VMS. Gatekeeper information is not displayed.

Failed Meetings

Displays the total number of meetings that were unable to start on the MCU during the designated time interval. Totals include only ad hoc and scheduled meetings created via the VMS. Gatekeeper information is not displayed.

Failed Connections

Displays the number of endpoints involved in meetings that were unable to connect with the MCU during the designated time interval. Totals include only ad hoc and scheduled meetings created via the VMS. Gatekeeper information is not displayed.

Creating Reports

From

Click the calendar to choose a date.

To

Click the calendar to choose a date.

Display

Click to generate a table in the browser window displaying total usage information for that time period.

Generate Reports

Click to generate a report in *.xls* format containing the same information displayed in the browser window.

6

MEETING MONITORING

WHO SHOULD READ THIS CHAPTER

This chapter is relevant to VMS Pro Service Provider Administrators only.

BASICS

The **Meeting Monitoring** section lists all video meetings currently in progress, as well as records of upcoming and past meetings for all organizations.

The **Meeting Monitoring** section contains the following tabs:

- Current Tab
- Upcoming Tab
- History Tab

CURRENT TAB

In the **Meeting Monitoring** section, click the **Current** tab. The **Current** tab lists all video meetings currently in progress for all organizations.

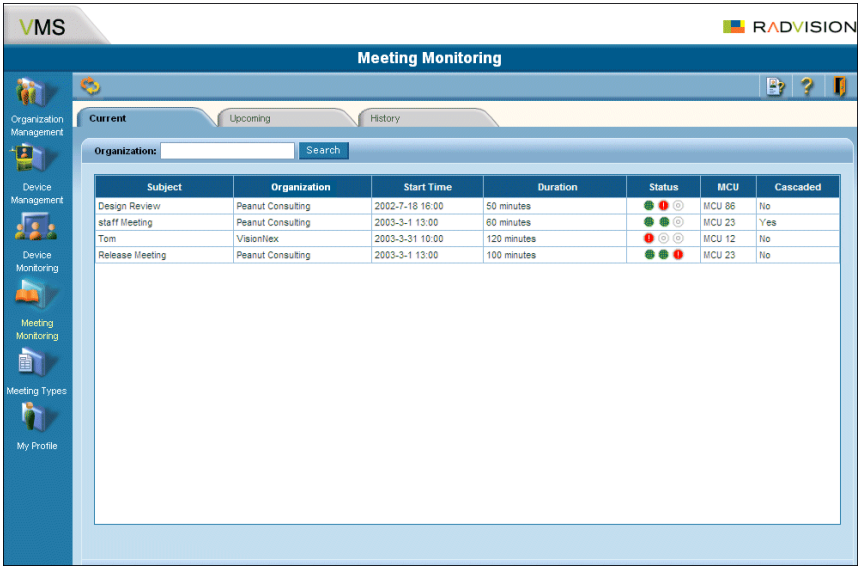


Figure 6-1 *Meeting Monitoring: Current Tab*

SEARCHING FOR A MEETING

Organization

Type the organization name or partial organization name of the meeting for which you are searching.

Search

Click to perform a meeting search.

VIEWING MEETING INFORMATION

Subject

Displays the subject of the meeting as typed by the Meeting Organizer during scheduling.

Organization

Displays the name of the organization which scheduled this meeting. Click to sort by organization.

Start Time

Displays the date and time the meeting will start. Click to sort by start time.

Duration

Displays the meeting length in minutes. Click to sort by duration.

Status

Displays three status indications representing, from left to right, **Creation Status**, **Participant Status** and **Termination Status**.

- **Creation Status**—Green if a meeting was created successfully; red if a meeting was not created successfully.

  If red, click to view the error message, and click **Retry** to resend meeting information to the MCU.
- **Participant Status**—Empty if there is a problem with meeting creation; green if all participants are successfully connected to the meeting; red if a participating terminal has terminated abnormally.

Note Abnormal disconnections can be caused by network problems. Connections terminated from an endpoint or via any other controlling application also register in the VMS as abnormal disconnections. The **Participant Status** indication will not display red if a terminal has disconnected normally through the VMS in-meeting control interface (see In-meeting Control on page 214).

If red, click to view the error message. From this window, administrators can select the following options:

- **Control Panel** to access the in-meeting control interface.
- **Cancel** to return to the **Current** tab. For more information on taking control of a current meeting, see In-meeting Control on page 214.

- **Termination Status**—Empty if meetings are in progress; red if there is a termination error.

  If red, click to view the error message. From this window, administrators can select the following options:

  - **Retry** to resend the termination signal to the MCU. The **All Meetings** section will immediately refresh and display the updated status for the specified meeting.
  - **Remove** to clear the meeting from the **Current** tab and send it to the **History** tab.
  - **Cancel** to return to the **Current** tab without making any changes. The meeting will remain in the **Current** display area.

Table 6-1 *Possible Status Indication Combinations*

Meeting Result	Creation Icon	Participant Icon	Termination Icon
Failed to create meeting successfully			
Created meeting successfully, in-session activity normal			
Created meeting successfully, abnormal in-session activity			
Meeting terminated abnormally			

MCU

Displays the name of the MCU hosting the meeting.

Cascaded

Displays “Yes” if the meeting spans multiple MCUs for bandwidth optimization. Click the link to see the endpoint distribution across the MCUs. Click to sort by cascading status.

UPCOMING TAB

In the **Meeting Monitoring** section, click the **Upcoming** tab. The **Upcoming** tab lists all future video meetings for all organizations.

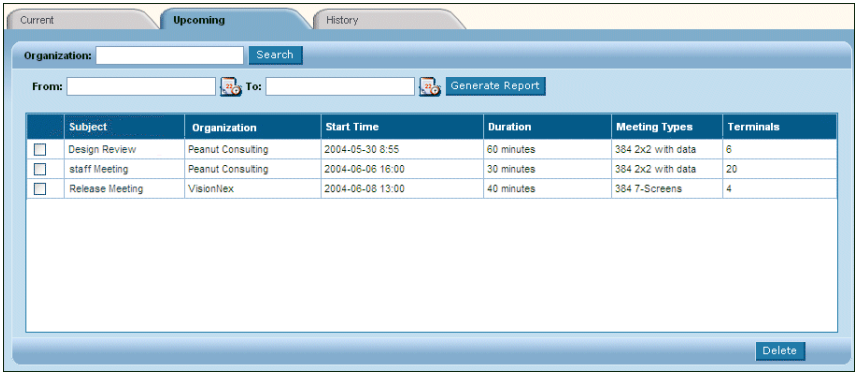


Figure 6-2 *Meeting Monitoring: Upcoming Tab*

SEARCHING FOR A MEETING

Organization

Type the organization name or partial organization name for the meeting for which you are searching.

Search

Click to perform a meeting search.

Viewing Meeting Information

Subject

Displays the subject of the meeting as typed by the Meeting Organizer during scheduling.

Organization

Displays the name of the organization which scheduled this meeting. Click to sort by organization.

Start Time

Displays the date and time the meeting will start. Click to sort by start time.

Duration

Displays the meeting length in minutes. Click to sort by duration.

Meeting Types

Displays the meeting types scheduled for the meeting.

Terminals

Displays the number of terminals scheduled for the meeting. Click to sort by number of terminals.

Creating Reports

From

Click the calendar to choose a date.

To

Click the calendar to choose a date.

Generate Reports

Click to generate a report in *.xls* format about all upcoming meetings scheduled between the selected dates. Save and view with Microsoft Excel. The report contains the following information about each meeting:

- Organization Name
- Main Phone
- Main Contact
- Contact Phone
- Master meeting ID
- Slave meeting ID if cascaded
- VMS meeting ID
- Subject
- Meeting type (point-to-point or multipoint audio/video)
- Reference code
- Start time including date and time zone information
- Duration
- Meeting room
- Organizer name
- Service prefix
- Service template
- MCU name(s)
- Terminals
- Number of extra IP ports reserved
- Number of extra ISDN ports reserved
- Dial-in IP terminals
- Dial-out IP terminals
- Dial-in ISDN terminals
- Dial-out ISDN terminals
- Gateway(s) used

Deleting Meetings

Check the box next to the **Subject** column of the entry you wish to delete and click **Delete**. The meeting will be cancelled and all participants will be notified.

History Tab

In the **Meeting Monitoring** section, click the **History** tab. The **History** tab lists all past meetings for all organizations.

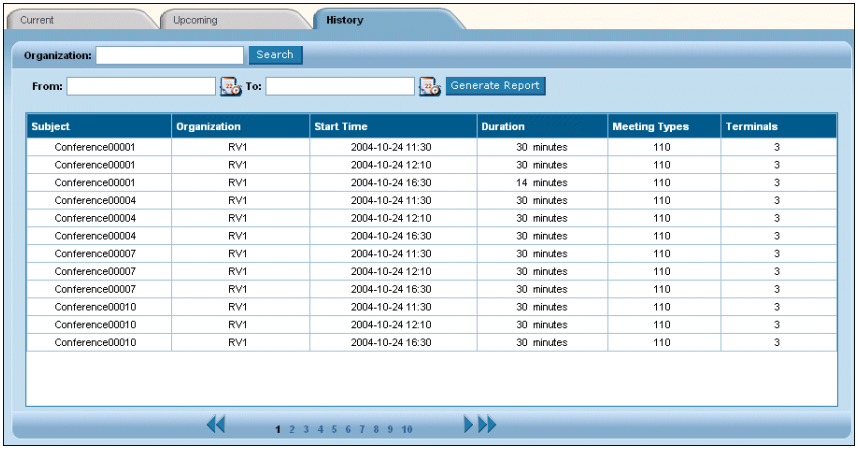

Current
Upcoming
History
Organization:
Search
From:
To:
Generate Report
Subject
Organization
Start Time
Duration
Meeting Types
Terminals
Conference00001 RV1 2004-10-24 11:30 30 minutes 110 3
Conference00001 RV1 2004-10-24 12:10 30 minutes 110 3
Conference00001 RV1 2004-10-24 16:30 14 minutes 110 3
Conference00004 RV1 2004-10-24 11:30 30 minutes 110 3
Conference00004 RV1 2004-10-24 12:10 30 minutes 110 3
Conference00004 RV1 2004-10-24 16:30 30 minutes 110 3
Conference00007 RV1 2004-10-24 11:30 30 minutes 110 3
Conference00007 RV1 2004-10-24 12:10 30 minutes 110 3
Conference00007 RV1 2004-10-24 16:30 30 minutes 110 3
Conference00010 RV1 2004-10-24 11:30 30 minutes 110 3
Conference00010 RV1 2004-10-24 12:10 30 minutes 110 3
Conference00010 RV1 2004-10-24 16:30 30 minutes 110 3
1 2 3 4 5 6 7 8 9 10

Figure 6-3 *Meeting Monitoring: History Tab*

Searching for a Meeting

Organization

Type the organization name or partial organization name for the meeting for which you are searching.

Search

Click to perform a meeting search.

Viewing Meeting Information

Subject

Displays the subject of the meeting as typed by the Meeting Organizer during scheduling.

Organization

Displays the name of the organization which scheduled this meeting. Click to sort by organization.

Start Time

Displays the date and time the meeting will start. Click to sort by start time.

Duration

Displays the meeting length in minutes. Click to sort by duration.

Meeting Types

Displays the meeting type scheduled for the meeting. Click to sort by meeting type.

Terminals

Displays the number of terminals scheduled for the meeting. Click to sort by number of terminals.

CREATING REPORTS

From

Click the calendar to choose a date.

To

Click the calendar to choose a date.

Generate Reports

Click to generate a report in .xls format about all upcoming meetings scheduled between the selected dates. Save and view with Microsoft Excel. The report contains the following information about each meeting:

- Organization Name
- Main Phone
- Main Contact
- Contact Phone
- Master meeting ID
- Slave meeting ID if cascaded
- VMS meeting ID
- Subject
- Meeting type (point-to-point or multipoint audio/video)
- Reference code
- Start time including date and time zone information

- Duration
- Meeting room
- Organizer name
- Service prefix
- Service template
- MCU name(s)
- Terminals
- Number of extra IP ports reserved
- Number of extra ISDN ports reserved
- Dial-in IP terminals
- Dial-out IP terminals
- Dial-in ISDN terminals
- Dial-out ISDN terminals
- Gateway(s) used

7

ROOM MANAGEMENT

WHO SHOULD READ THIS CHAPTER

This chapter is relevant to

- VMS Pro Organization Administrators
- VMS Organization Administrators

BASICS

The **Room Management** section allows an Organization Administrator to create settings that will apply for all meeting rooms unless overridden. The **Room Management** section contains the following tabs:

- Meeting Rooms
- Accessories
- Catering

MEETING ROOMS

The **Meeting Rooms** tab allows the Organization Administrator to set default settings that will be applied to all meeting rooms within the organization.

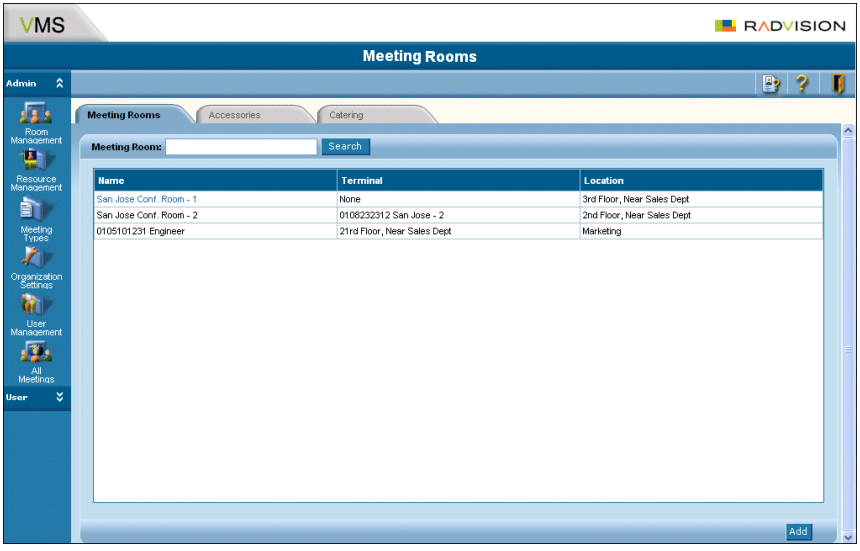


Figure 7-1 *Room Management: Meeting Rooms Tab*

Name

Displays the name of the meeting room. Click to modify. For more information, see Modifying a Meeting Room on page 82.

Terminal

Displays the terminals available in the meeting room (if any).

Location

Displays the location of the meeting room.

Adding a Meeting Room

Click **Add**. The **Add Meeting Room** dialog box displays. Type the relevant details and click **OK**.

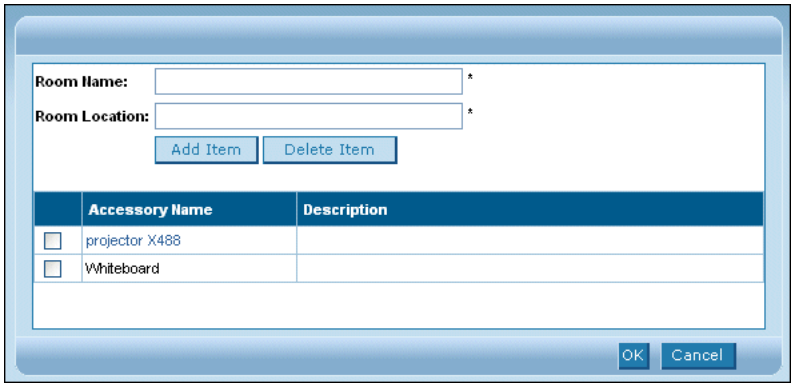


Figure 7-2 *Add Meeting Room Dialog Box*

Room Name

Type the name of the new meeting room.

Room Location

Type the location within your organization of the new meeting room.

Add Item

Click to add a new item available in this room.

Delete Item

Click to delete an item that is no longer available in this room.

Accessory Name

Displays the name of the accessory. Click to modify details.

Description

Displays a description of the accessory.

MODIFYING A MEETING ROOM

Click the name of the required meeting room in the **Meeting Rooms** tab. The **Modify Meeting Room** dialog box displays. Modify the relevant details and then click **OK**.

Note The address configured in the **Administrator Email** field is the address to which requests for additional accessories for a meeting room are sent. The information in the **Contact Information** area is also sent to this address when requests for additional accessories are made.

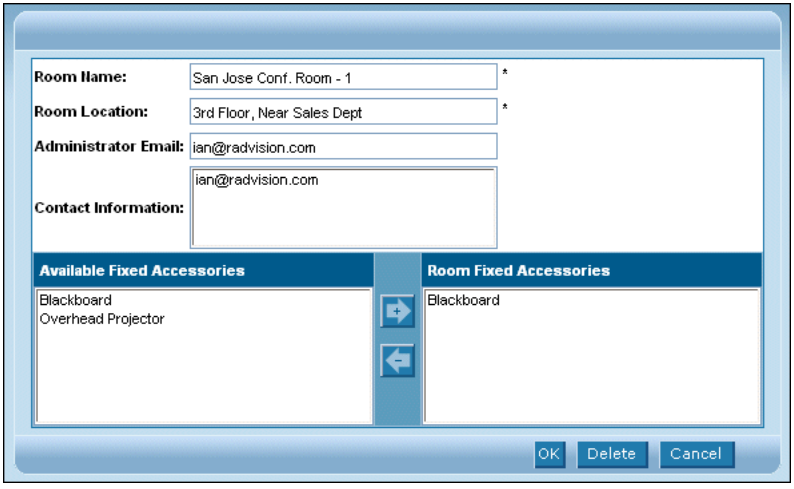


Figure 7-3 *Modify Meeting Room Dialog Box*

DELETING A MEETING ROOM

Click the name of the required meeting room in the **Meeting Rooms** tab. The **Modify Meeting Room** dialog box displays. Click **Delete**. The **Delete Meeting Room** dialog box displays.

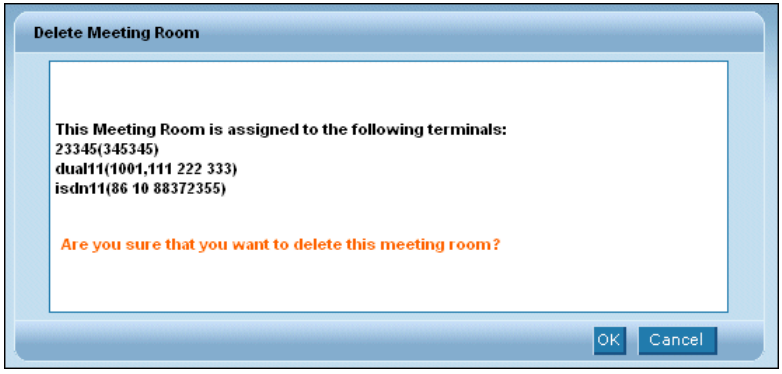

Delete Meeting Room
This Meeting Room is assigned to the following terminals:
23345(345345)
dual11(1001,111 222 333)
isdn11(86 10 88372355)
Are you sure that you want to delete this meeting room?
OK
Cancel

Figure 7-4 *Delete Meeting Room Dialog Box*

Click **OK** to delete the meeting room.

ACCESSORIES

The **Accessories** tab allows the Organization Administrator to define the accessories available to all meeting rooms within the organization.

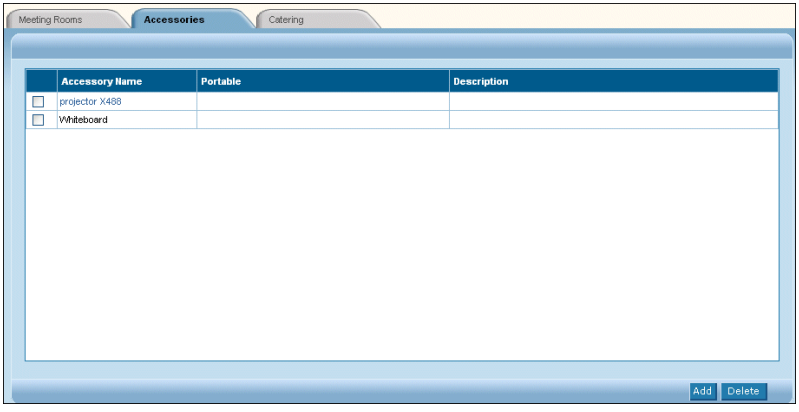


Figure 7-5 *Room Management: Accessories Tab*

Accessory Name

Displays the name of the accessory. Click to modify details.

Portable

Indicates whether or not the accessory can be shared among meeting rooms.

Description

Displays a description of the accessory.

Adding an Accessory

Click **Add**. The **Add Accessory** dialog box displays. Type the relevant details and click **OK**.

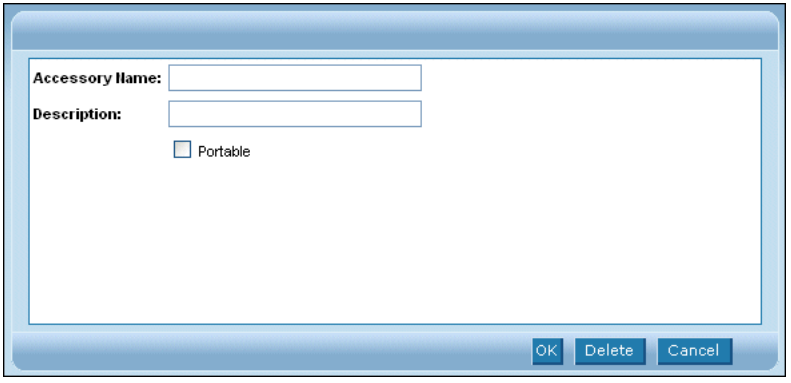


Figure 7-6 *Add Accessory Dialog Box*

Modifying an Accessory

Click the name of the accessory in the **Accessories** tab. The **Modify Accessory** dialog box displays. Type the relevant details and click **OK**.

Deleting an Accessory

In the **Accessories** tab, check the checkbox to the left of the accessory name and click **Delete**.

CATERING

The **Catering** tab allows the Organization Administrator to set a list of caterers and the catering options that will be available to all meeting rooms within the organization.

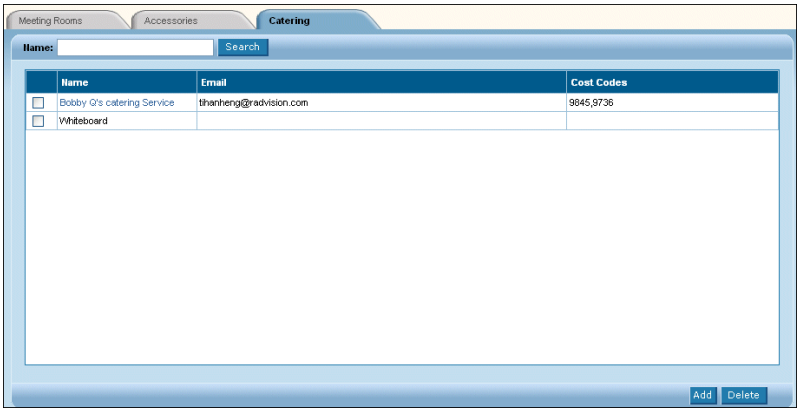


Figure 7-7 *Room Management: Catering Tab*

Name

Displays the name of the caterer.

Email

Displays the e-mail address of the caterer.

Cost Codes

Displays the cost codes assigned to the caterer.

ADDING A CATERER

Click **Add**. The **Add Caterer** dialog box displays. Type the relevant details and click **OK**.

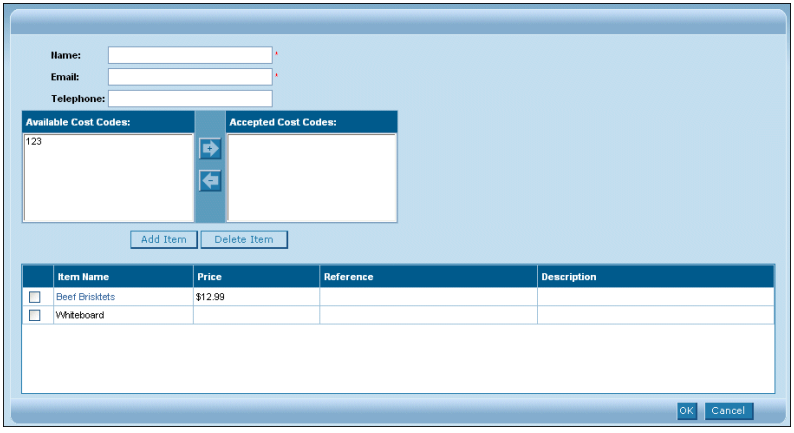


Figure 7-8 *Add Caterer Dialog Box*

Name

Type the name of the caterer.

Email

Type the caterer e-mail address.

Telephone

Type the caterer telephone number.

Available Cost Codes

Displays the cost codes which are available for the caterer. Use the right-pointing arrow to associate a cost code with the caterer.

Accepted Cost Codes

Displays the cost codes which are already associated with the caterer. Use the left-pointing arrow to remove a cost code from the list.

Add Item

Click to add a new item available from this caterer.

Delete Item

Click to delete an item that is no longer available from this caterer.

Item Name

Displays the names of items available from this caterer. Click to display the **Modify Caterer Item** dialog box for modifying item details.

Price

Displays the prices of items available from this caterer.

Reference

Displays a reference for the specified item.

Description

Displays a description of the specified item.

Modifying a Caterer

Click the name of the caterer in the **Catering** tab. The **Modify Caterer** dialog box displays. Type the relevant details and click **OK**.

Deleting a Caterer

In the **Catering** tab, check the checkbox to the left of the caterer name and click **Delete**.

8

MEETING TYPES

WHO SHOULD READ THIS CHAPTER

This chapter is relevant to

- VMS Pro Service Provider Administrators
- VMS Organization Administrators

BASICS

Meeting types allow an administrator to set and name the types of meetings that will be offered to organizations. In this way, users have access to the full range of meeting features you wish to provide while minimizing training and support. Multipoint meeting type features are based on MCU service features. For detailed information about the services your MCU supports, see the relevant MCU manufacturer manuals.

The VMS supports RADVISION and Cisco version 3.x MCUs. This software introduces many new meeting type elements, as well as complex internal validation logic for meeting type definition.

WORKING WITH MEETING TYPES

This section provides a brief overview of how to deploy meeting types across your network.

RADVISION recommends that you create all meeting types (services) on a specific RADVISION or Cisco MCU version 3.x, and then download these meeting types to the VMS. You should then upload these meeting types to all other MCUs. This method enables administrators to better maintain consistency in meeting type definition across the network.

For more information, see Downloading MCU v3 Meeting Types from the MCU on page 93 and Uploading Meeting Types on page 96.

Modify meeting types in the same way by updating the service parameters in a specific MCU, uploading the service to the VMS, and then downloading to all other MCUs.

Note The meaning of the terms “service” and “meeting type” in the context of the VMS are identical.

The **Meeting Types** section contains the following tabs:

- Active Meeting Types Tab
- Inactive Meeting Types Tab
- Meeting Type Groups Tab

Active Meeting Types Tab

In the **Meeting Types** section, click the **Active Meeting Types** tab. From this tab you may add, deactivate and upload meeting types.

Non Video Conference Meeting Type

The first entry in the **Active Meeting Types** tab is always the **Non Video Conference** meeting type. Use the **Non Video Conference** meeting type to schedule a non-video meeting using one or more meeting rooms without terminals and network devices. The **Non Video Conference** meeting type is not configurable and cannot be deleted.

Point to Point Meeting Type

A **Point to Point** meeting type is also available to enable simple scheduling of point-to-point calls. The **Point to Point** meeting type is not configurable and cannot be deleted.

To schedule a point-to-point meeting, ensure that only two terminals are selected. The number of terminals selected is displayed in the **Attendees Settings** tab of the **Meeting Scheduling** section.

Sony Endpoint Meeting Types

When you select a Sony endpoint and schedule a conference with the embedded Sony MCU, the only meeting types available are built-in **Continuous Presence** and **Voice Activated** options, as shown in Figure 8-2.

Note When you use the built-in **Continuous Presence** and **Voice Activated** options in a multipoint meeting, the bandwidth is fixed at 384 Kbps for Continuos Presence and 128 Kbps for Voice Activated. You can configure the bandwidth if you use either of the built-in options in a point-to-point meeting.

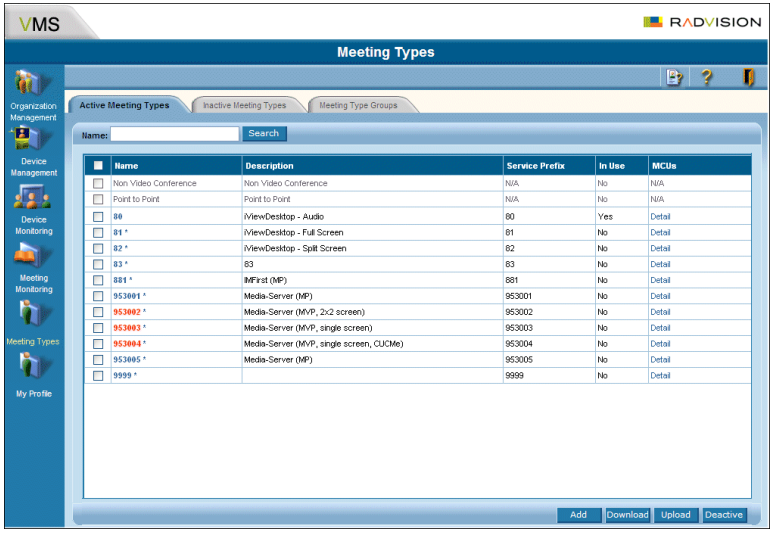


Figure 8-1 *Meeting Types: Active Meeting Types Tab*

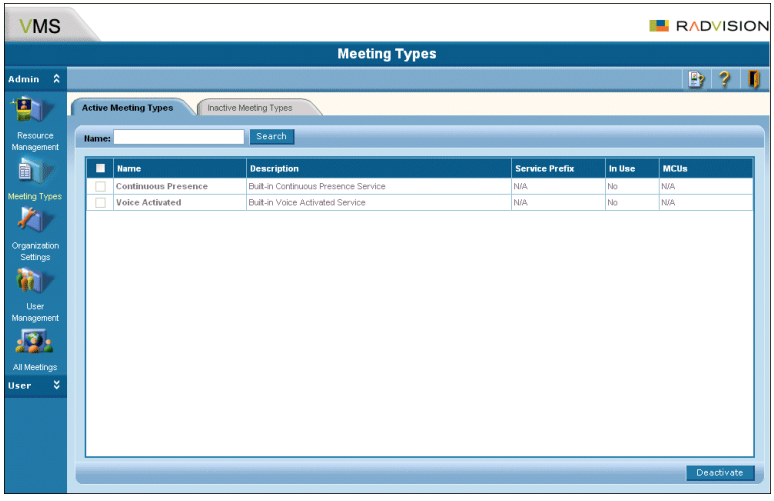


Figure 8-2 *Meeting Types: Active Meeting Types Tab—Sony Endpoints*

Searching for a Meeting Type

Name

Type the full or partial name of the meeting type for which you are searching.

Search

Click to perform a meeting type search.

Viewing Meeting Type Information

Name

Displays the name of the meeting type. Click the column heading to sort by name. Meeting type names are displayed in **bold black** characters, **bold red** characters or followed by an asterisk (*).

- If the meeting type name is **bolded red** and followed by an asterisk (*)—The meeting type is an MCU v3 meeting type that was downloaded from an MCU, but no longer exists on network MCUs. This meeting type is not currently available to users for meeting scheduling.
- If the meeting type name is **bolded black** and followed by an asterisk (*)—The meeting type is an MCU v3 meeting type that has been successfully downloaded from an MCU (and possibly uploaded to other MCUs) and is available to users.
- If the meeting type name is followed by an asterisk (*)—The meeting type is an MCU v3 meeting type.
- If the meeting type name is **bolded red**—The meeting type is an MCU v2 meeting type that has been created via the VMS, but has not been uploaded to any MCU. This meeting type is not currently available on the MCU, or to any users.

  A **bolded red** meeting type name also indicates that the MCU v2 meeting type has been downloaded from an MCU to the VMS, and then modified in the VMS. In such cases the VMS deletes the original meeting type from the MCU.

Description

Displays a description of the meeting type.

Prefix

Displays the meeting type prefix for multipoint services. Click the column heading to sort meeting types by prefix. The prefix for multipoint services must match the prefix to the corresponding service on the MCU.

In Use

Displays “Yes” if the meeting type is being used by any in-session or upcoming meetings. Displays “No” if there are no meetings scheduled or in progress using this meeting type. Click the column heading to sort meeting types by status.

MCUs

Click the **Detail** link to display a list of which MCUs have this service, and the status of these MCUs.

Downloading MCU v3 Meeting Types from the MCU

RADVISION MCU version 3.x and Cisco MCU version 3.x contain a range of preconfigured meeting types.

When you add the first MCU to the network, the VMS automatically synchronizes its resource factors, but not its meeting types. The administrator must manually synchronize the meeting types of this MCU.

During download, the VMS checks all MCUs for existing meeting types, updates meeting type resource factors and writes new or changed meeting types to the VMS database. Administrators should note the following:

- Meeting types are not named on the MCU. When a new meeting type prefix is detected by the VMS, administrators will be prompted to create a name for the meeting type via the download log.
- No change to in-use meeting types is allowed. For more information on deactivating a meeting type and reassigning meeting types, see Deactivating a Meeting Type on page 103.
- The VMS will check for conflicts between “new” meeting types or “not in use” meeting types, and MCUs by prefix. When conflicts are found, the administrator can choose the desired definition in the download log screen.
- Prefixes that conflict because they are a subset or contain a subset of another prefix (for example, 12 and 123) will not be downloaded. Administrators wishing to download these meeting types must change the prefix on the MCU and download again.

- If the MCU is registered to a non-stripping ECS, the MCU service prefix must begin with the ECS prefix.

Note To increase the number of T.120 ports per service, modify the number of T.120 ports allocated to the relevant service in the MCU.

In the **Active Meeting Types** tab, click **Download** to display the **Download Meeting Types (Services)** dialog box.

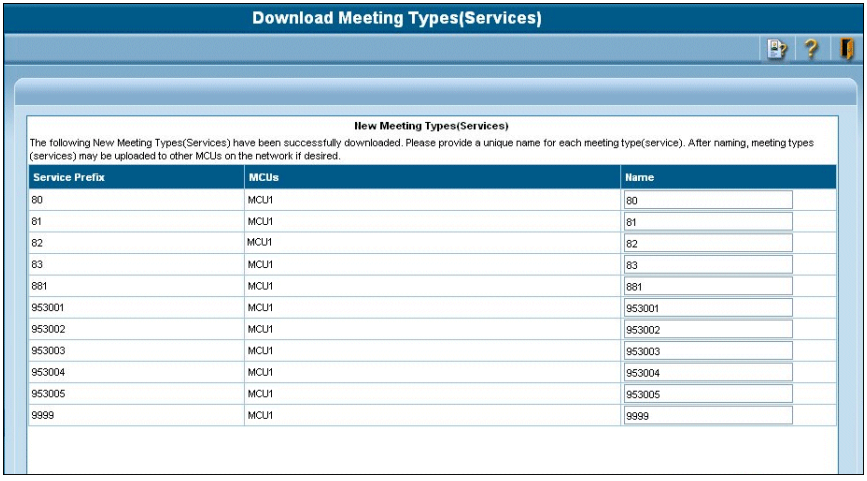

Download Meeting Types(Services)
New Meeting Types(Services)
The following New Meeting Types(Services) have been successfully downloaded. Please provide a unique name for each meeting type(service). After naming, meeting types (services) may be uploaded to other MCUs on the network if desired.
Service Prefix
MCUs
Name
80 MCU1 80
81 MCU1 81
82 MCU1 82
83 MCU1 83
881 MCU1 881
953001 MCU1 953001
953002 MCU1 953002
953003 MCU1 953003
953004 MCU1 953004
953005 MCU1 953005
9999 MCU1 9999

Figure 8-3 *Download Meeting Types (Services) Dialog Box*

New Meeting Types

If the VMS finds new meeting types on a network MCU and the download is processed with no conflicts and no failures, the **Download Meeting Types (Services)** dialog box will list new meeting types and allow the Service Provider Administrator to name them.

Prefix

Displays the meeting type prefix as defined on the MCU.

MCUs

Displays network MCUs which support the meeting type. When conflicts occur, a drop-down list displays all MCUs supporting this meeting type. Select which MCU service you wish to use from the drop-down list.

Name

RADVISION MCU version 3.x and Cisco MCU version 3.x services are not named on the MCU and must instead be named through the VMS. Type a name for this service.

- Each service must have a name. If no name is entered, the administrator will be prompted to do so upon submit.
- Service names must be unique. If identical service names conflict, the administrative user will be prompted to type a different name for the new service.

MEETING TYPE CONFLICTS

The **Meeting Type (Service) Conflicts** section of the **Download Meeting Types (Services)** dialog box displays meeting type conflicts between individual MCUs or groups of MCUs, and conflicts between meeting types on MCUs and those already in the VMS database.

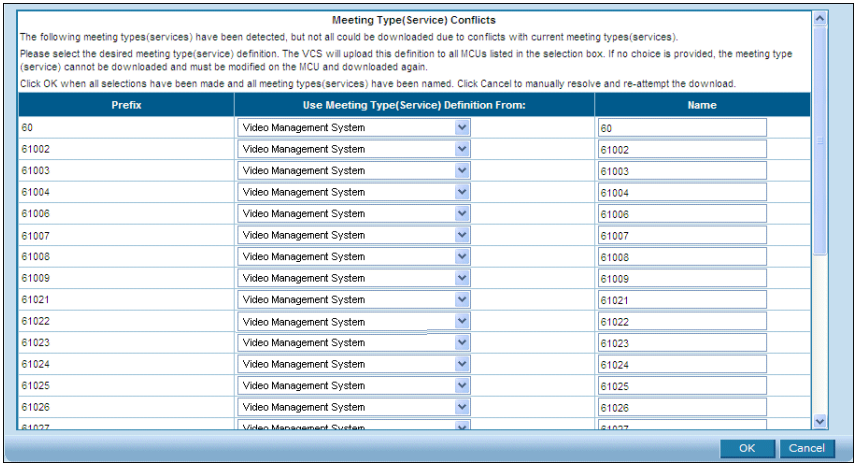

Meeting Type(Service) Conflicts
The following meeting types(services) have been detected, but not all could be downloaded due to conflicts with current meeting types(services).
Please select the desired meeting type(service) definition. The VCS will upload this definition to all MCUs listed in the selection box. If no choice is provided, the meeting type (service) cannot be downloaded and must be modified on the MCU and downloaded again.
Click OK when all selections have been made and all meeting types(services) have been named. Click Cancel to manually resolve and re-attempt the download.
Prefix
Use Meeting Type(Service) Definition From:
Name
60
61002
61003
61004
61006
61007
61008
61009
61021
61022
61023
61024
61025
61026
Video Management System
OK
Cancel

Figure 8-4 *Meeting Types (Services) Conflicts Dialog Box*

Prefix

Displays the meeting type prefix.

Use Meeting Type (Service) Description From

Displays all locations where meeting types with the same prefix occur. The locations of meeting types with the same prefix are grouped in individual rows. For example, where three MCUs contain an identical meeting type, the MCUs are listed on the same row in the drop-down list. Each new row indicates a specific meeting type definition.

Where errors or conflicts during meeting type download occur, an appropriate warning message describing the nature of the error displays.

Note "Invalid prefix" displayed in this field indicates that the meeting type prefix on the MCU is a subset or contains a subset of another prefix already in the VMS system. Return to the MCU and rename the meeting type prefix before again attempting to download.

Name

Displays the name of the meeting type. To rename a meeting type while downloading, type a new name in this field.

OK

Click to update the meeting type. The **MCU Selection** dialog box displays a summary of results. For more information, see Uploading Meeting Types.

UPLOADING MEETING TYPES

The upload process ensures that VMS meeting types are synchronized with all MCUs. During upload, the VMS will check each selected MCU. If a meeting type selected for upload is not supported by the MCU, any meeting type on that MCU with the same prefix will be deleted. If the VMS detects an invalid prefix during the upload, no action is taken.

Note RADVISION recommends that you select all meeting types for upload in the **Active Meeting Types** tab, then click **Upload** to display the **MCU Selection** dialog box.

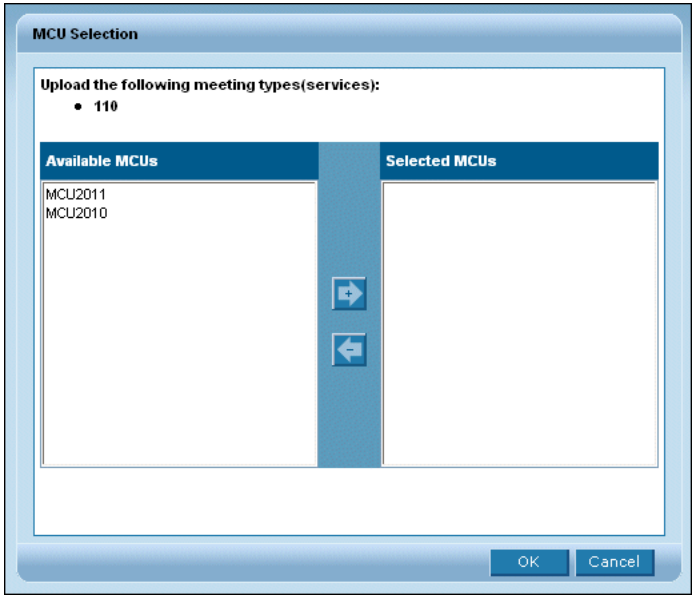


Figure 8-5 *MCU Selection Dialog Box*

Upload the following meeting types (services)

Displays the meeting types to be uploaded to the specified MCU.

Available MCUs

RADVISION recommends that you select all MCUs.

OK

Click to upload the selected meeting types. Following the upload process, the **Upload Log** displays failed uploads and deletions, and any available reasons for such.

Modifying a Meeting Type

MCU v3 Meeting Types

MCU v3 meeting types can be modified only on an MCU and then downloaded again to the VMS. For MCU v3 meeting types, all fields except **Name** are read-only. All meeting type elements captured from the MCU of origin are displayed.

Warning System Administrators must not modify MCU v3 meeting types that are currently in use for scheduled meetings. Ensure that the MCU v3 meeting type you wish to modify is not currently in use before making any modifications. Once modified, meeting types should be downloaded again to the VMS and uploaded to other compatible MCUs within the network.

MCU v2 Meeting Types

Click the entry you wish to modify in the **Name** column of the **Active Meeting Types** tab. The **Meeting Type Detail** dialog box displays. Modify relevant settings and click **OK**. Then upload the meeting type to the required MCUs.

Note You cannot modify an MCU v2 meeting type which is in use. Deactivate the meeting type and create a replacement meeting type with the required changes.

Adding an MCU v2 Meeting Type

When working with MCU v2, you can create custom meeting types via the VMS. This section describes the procedure for customizing meeting types.

Click **Add** to display the **Meeting Type Detail** dialog box (Figure 8-6). You can create the following types of MCU v2 meeting types:

- **Audio+Video** meeting types for multipoint audio and video meeting types.
- **Audio only** meeting types for multipoint audio meeting types.

Audio+Video Meeting Types

Audio+Video is selected by default, as shown in Figure 8-6.

Note Meeting types created via the VMS may be uploaded to all network MCUs that support the meeting type. For instance, meeting types created for RADVISION MCU version 2.x and Cisco MCU version 2.x are compatible with, and may be uploaded to, RADVISION MCU version 3.x and Cisco MCU version 3.x.

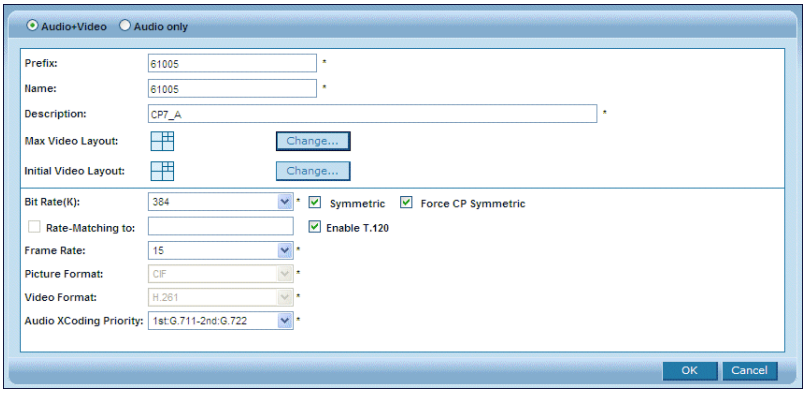


Figure 8-6 *Meeting Type Detail: Multipoint Audio+Video Meeting*

Audio+Video

Select to create a meeting type for multipoint audio-video meetings.

Audio only

Select to create a meeting type for multipoint audio-only meetings. For more information on creating audio-only meetings, see Audio only Meeting Types on page 102.

Prefix

Type a unique numerical prefix for this meeting type. This prefix is appended to the meeting ID. The number of digits in the meeting type prefix will therefore affect the number of digits needed to dial in to a meeting.

Warning Meeting type prefixes **must** be unique. A meeting type prefix cannot conflict with other prefixes already present in the VMS or on network MCUs. In addition, a meeting type prefix cannot contain another meeting type prefix. For example, once a meeting type prefix “123” is defined, there can be no meeting types “1” or “12”. Similarly, once a meeting type “1” is created, there can be no meeting types “12” or “123”. For more information, refer to your MCU documentation.

Note MCU service prefixes **must not** begin with the same digits as the gatekeeper prefix for gatekeepers which are configured to strip prefixes.

Name

Create a name to describe the meeting type. Non-technical descriptive names may be used according to your user habits. Table 8-1 contains examples of possible naming schemes in two different organizations.

Table 8-1 *Sample Meeting Type Naming Schemes*

Configuration	Company A Name	College B Name
768 Kbps with a 4-screen layout and T.120	Executive Meetings	Advance Biology Laboratory Link
384 Kbps voice-activated with T.120	Marketing Presentation	Lecture
128 Kbps 4-screen layout with T.120	Team Collaboration	Desktop Groupwork

Description

Type a description of the meeting type features for reference.

Max Video Layout

Displays the maximum allowed video layout for the specified meeting. The default setting is for a single participant. Click **Change** to display available video layouts. Select the required video layout and click **OK**.

Note The RADVISION MCU allows up to 4 participants to be shown in Continuous Presence, unless one or more Video Processing Server (VPS) cards are present in the MCU.

Initial Video Layout

Displays the video layout selected in the **Max Video Layout** field. The default setting is for a single participant. Click **Change** to display the single participant video layout and the maximum allowed video layout. Select one of the displayed options and click **OK**.

Bit Rate(K)

Select the maximum video bit rate available for this meeting type (in Kbps) from the drop-down list.

Symmetric

Click to determine whether the meeting type enables you to match incoming and outgoing rates in Continuous Presence mode. Terminals with the ability to receive images at higher rates may still do so.

Force CP Symmetric

Click to determine whether the meeting type enables you to force all incoming and outgoing rates to be matched for all terminals.

Rate-matching to

Click if enabled. The value displays.

Enable T.120

Click to add T.120 data collaboration capabilities to this meeting type if one or more MCUs are T.120 enabled.

Frame Rate

Select the required rate from the drop-down list.

Picture Format

Select the required format from the drop-down list.

Video Format

Select the required format from the drop-down list.

Audio XCoding Priority

Select the required priority from the drop-down list.

OK

Click to save the meeting type to the VMS database and to list the meeting type among the available meeting types in the **Meeting Scheduling** section.

Audio Only Meeting Types

In the **Meeting Type Detail** dialog box (Figure 8-6), select **Audio only**.

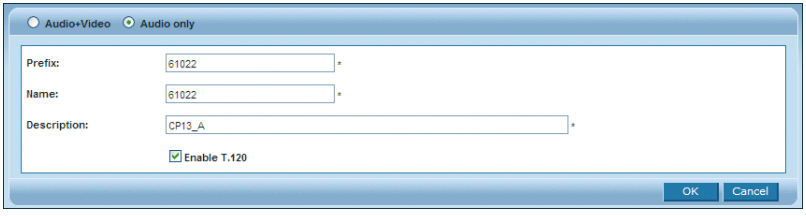


Figure 8-7 *Meeting Type Detail: Multipoint Audio only Meeting*

Prefix

Type a unique numerical prefix for this meeting type. This prefix is appended to the meeting ID. The number of digits in the meeting type prefix will therefore affect the number of digits needed to dial in to a meeting.

Warning Meeting type prefixes **must** be unique. A meeting type prefix cannot conflict with other prefixes already present in the VMS or on network MCUs. In addition, a meeting type prefix cannot contain another meeting type prefix. For example, once a meeting type prefix “123” is defined, there can be no meeting types “1” or “12”. Similarly, once a meeting type “1” is created, there can be no meeting types “12” or “123”. For more information, refer to your MCU documentation.

Note MCU service prefixes **must not** begin with the same digits as the gatekeeper prefix for gatekeepers which are configured to strip prefixes.

Name

Create a name to describe the meeting type.

Description

Type a description of the meeting type features for reference.

Enable T.120

Click to add T.120 data collaboration capabilities to this meeting type if one or more MCUs are T.120 enabled.

Deactivating a Meeting Type

If a specific meeting type is no longer available or desirable, it can be deactivated. Check the box in front of the meeting type name and click the **Deactivate** button. Users will no longer have access to this meeting type when scheduling a meeting. To avoid affecting any in-session or upcoming meeting scheduled with this meeting type, the relevant meeting type will move to the **Inactive Meeting Types** tab.

INACTIVE MEETING TYPES TAB

In the **Meeting Types** section, click the **Inactive Meeting Types** tab to view a list of inactive meeting types. From this tab, you may view inactive meeting type details or delete obsolete meeting types

.

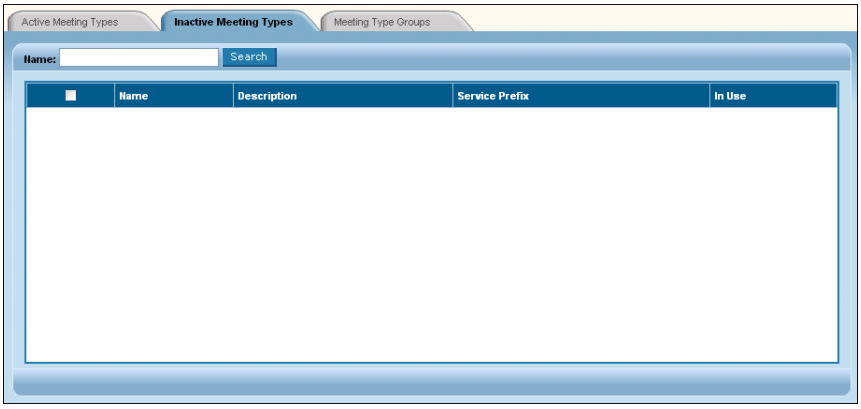


Figure 8-8 *Meeting Types: Inactive Meeting Types Tab*

Name

Displays the name of the specified meeting type.

Description

Displays the description of the specified meeting group.

Prefix

Displays the meeting type prefix for multipoint services.

In Use

Displays “Yes” if the meeting type is being used by any in-session or upcoming meetings. Displays “No” if there are no meetings scheduled or in progress using this meeting type.

DELETING A MEETING TYPE

If the **In Use** setting indicates that the specified meeting type is not being used by any upcoming or in-session meetings, select one or more meeting types from the **Inactive Meeting Types** tab and click **Clear Obsolete** to delete these meeting types from the VMS and the MCU(s).

MEETING TYPE GROUPS TAB

In the **Meeting Types** section, click the **Meeting Type Groups** tab. Meeting type groups allow a VMS Pro Service Provider Administrator to create "packages" of meeting types for organizations. Organizations may only access the meeting types within their own group. When you log in to the VMS for the first time, the list will contain only the default group containing all meeting types. From this tab you may add, modify and delete meeting type groups.

Note The **Meeting Type Groups** tab is available in VMS Pro only.

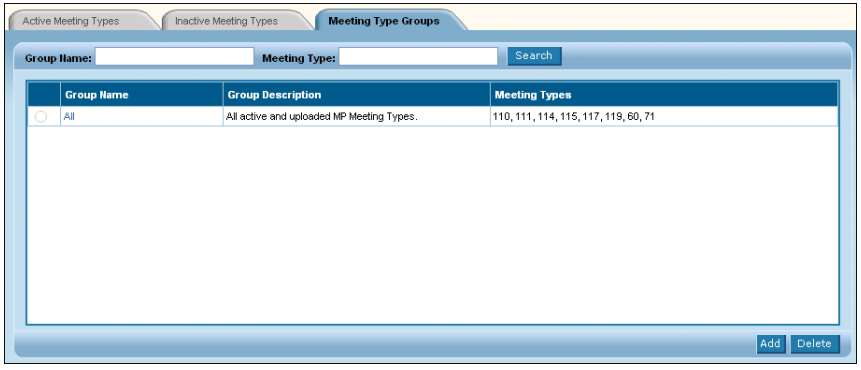


Figure 8-9 *Meeting Types: Meeting Type Groups Tab*

SEARCHING FOR A GROUP

Group Name

Type the full or partial name of the meeting type group for which you are searching.

Meeting Type

Type the full or partial name of the meeting type for which you are searching.

Search

Click to perform a meeting type group search.

Viewing Meeting Type Information

Group Name

Displays the name of the meeting type group.

Group Description

Displays a description of the meeting type group.

Meeting Types

Displays a list of all meeting types within the group.

Adding a Meeting Type Group

Click **Add**. The **Meeting Type Group Detail** dialog box displays.

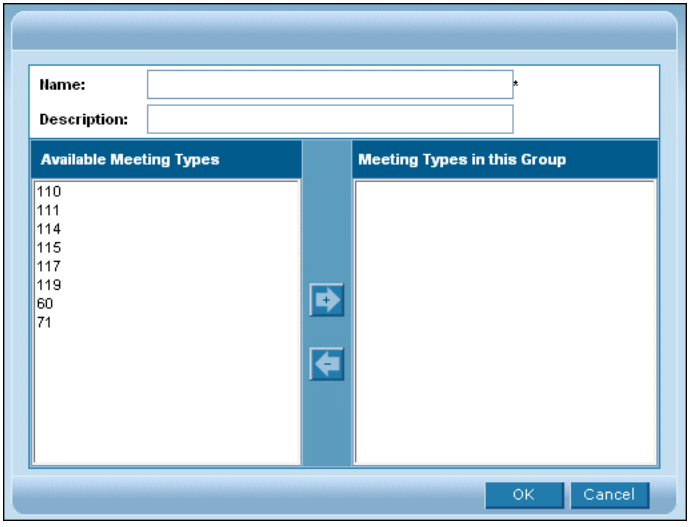


Figure 8-10 *Meeting Type Group Detail Dialog Box*

Name

Type a name for the meeting type group.

Description

Type a description of the meeting type group for administrator reference.

Available Meeting Types

Displays a list of all uploaded multipoint meeting types. Highlight required meeting types and click "+" to add the meeting type to the group.

Meeting Types in this Group

Displays a list of meeting types added to the group. To remove a meeting type from the group, highlight the required meeting type and click "-".

OK

Click to save the group.

Modifying a Meeting Type Group

In the **Meeting Type Groups** tab, click the name of the group you wish to modify. The **Meeting Type Group Detail** dialog box displays. Modify the relevant details and click **OK**.

Note You cannot modify the default group containing all meeting types.

Deleting a Meeting Type Group

In the **Meeting Type Groups** tab, select the checkbox next to the meeting type group to be deleted and click **Delete**. If any organizations are currently assigned to the meeting type group, the VMS Pro Service Provider Administrator will be asked to do one of the following:

- Reassign a meeting type group to organizations who are assigned this meeting type group *only*.

Note If there are no organizations who are assigned this meeting type group only, the meeting type group is deleted immediately.

- Reassign a meeting type group to *all* the organizations who are assigned this meeting type group.

Highlight a meeting type group and click **Reassign**, or click **Cancel** to cancel the deletion.

9

RESOURCE MANAGEMENT

WHO SHOULD READ THIS CHAPTER

This chapter is relevant to

- VMS Pro Organization Administrators
- VMS Organization Administrators

BASICS

The VMS has been designed to offer interoperability with many of the MCUs and gatekeepers/SIP servers on the market.

MCU models currently supported by the VMS include

- RADVISION MCU version 2.2 and later
- Cisco IPVC-3540 version 2.2 and later
- Polycom/Accord MGC version 3.0 and later

Gatekeepers/SIP servers currently supported by the VMS include

- RADVISION ECS Gatekeeper version 3.5 and later
- Cisco MCM version 2.0
- Microsoft LCS

The **Resource Management** section contains the following tabs:

- Topology Tab
- Gatekeeper/SIP Server Tab
- MCU Tab
- Gateway Tab
- Terminals Tab

Note VMS Pro Organization Administrators have access to the **Topology**, **Meeting Rooms** and **Terminals** tabs only. The **Topology** tab is available in read-only mode. VMS Organization Administrators have access to all tabs.

Note RADVISION recommends that you first configure the **Topology** tab, followed by the **Gatekeeper/SIP Server**, **MCU** and **Gateway** tabs, in that order.

TOPOLOGY TAB

In the **Resource Management** section, click the **Topology** tab. The **Topology** table displays. For information about network topology, see Network Topology on page 9.

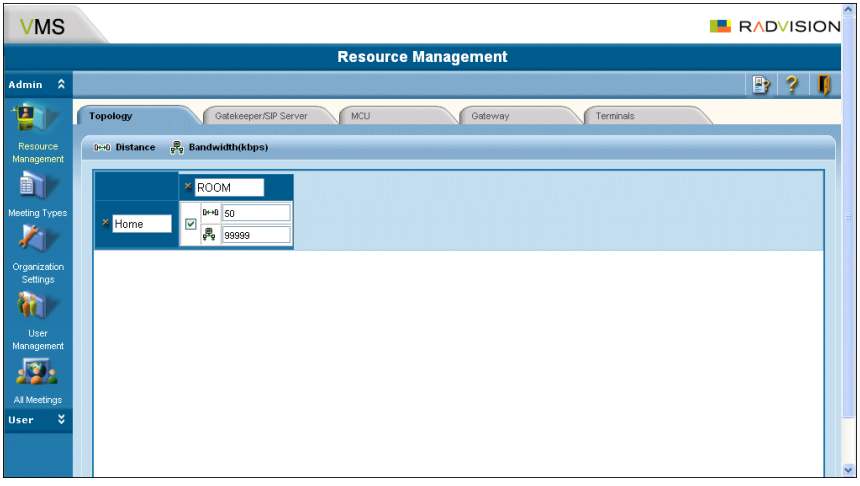


Figure 9-1 *Resource Management: Topology Tab*

Viewing Topology Information

The **Topology** tab displays distance and bandwidth information for all Device Islands within your video meeting network. Locate the required Device Islands in the top row and the far left column of the table. The table cell at which the two Device Islands meet contains their distance and bandwidth information.

Distance

Indicates the distance between the specified Device Islands relative to all other configured islands on the organization LAN. This setting is used to find and allocate the best available resources.

Bandwidth

Indicates the bandwidth connection (in Kbps) between the specified Device Islands. This setting is used to perform bandwidth control during resource allocation.

Note Type a value in both the **Distance** and **Bandwidth** fields, or leave both fields empty. If left empty, the two Device Islands are not physically connected.

Adding a Device Island

Click **Add**. A new field and group boxes open in the **Topology** tab, as shown in Figure 9-2. Type the Device Island name in the field on the left. Place a check in the checkbox between the newly created Device Island and existing Device Islands. Type the distance and bandwidth information, and click **OK**.

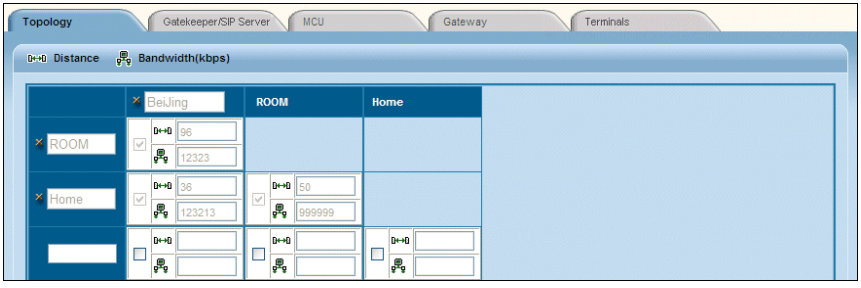


Figure 9-2 *Resource Management: Topology Tab with New Fields*

MODIFYING/DELETING A DEVICE ISLAND

To modify a Device Island

- Modify the relevant Device Island details directly in the parameter fields in the **Topology** tab and then click **OK**.

To delete a Device Island

1. Click the "x" to the left of the appropriate Device Island name in the left column.

   If there are devices currently assigned to the specified Device Island, the **Reassign Device Island** dialog box displays for reassigning those devices to another island.
2. Select the required Device Island and click **Reassign**.

GATEKEEPER/SIP SERVER TAB

In the **Resource Management** section, click the **Gatekeeper/SIP Server** tab. The **Gatekeeper/SIP Server** table displays.

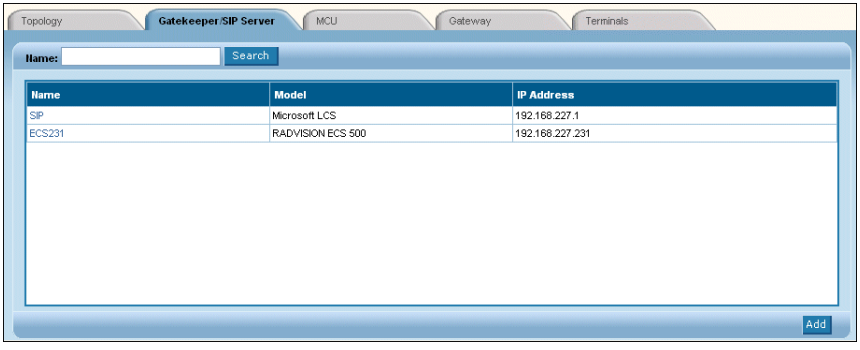


Figure 9-3 *Resource Management: Gatekeeper/SIP Server Tab*

SEARCHING FOR A GATEKEEPER/SIP SERVER

Name

Type the full or partial name of the gatekeeper/SIP server for which you are searching.

Search

Click to perform a gatekeeper/SIP server search.

Viewing Gatekeeper/SIP Server Information

Name

Displays the name of the gatekeeper/SIP server.

Model

Displays the gatekeeper/SIP server model.

IP Address

Displays the gatekeeper/SIP server IP address.

Adding a Gatekeeper/SIP Server

Click **Add**. The **New Gatekeeper/SIP Server** dialog box displays. Type the relevant details and click **OK**.

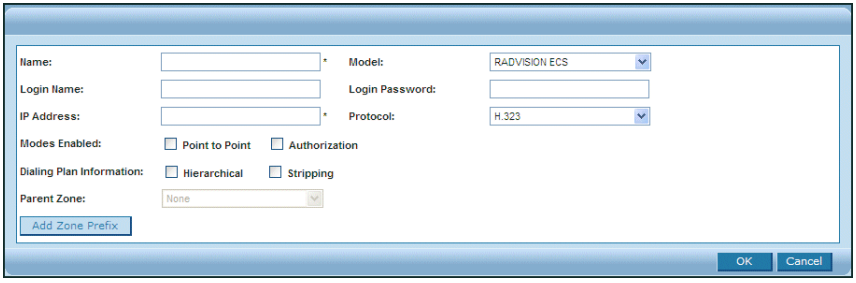


Figure 9-4 *New Gatekeeper/SIP Server Dialog Box*

Name

Type the name of the gatekeeper/SIP server.

Model

Select the relevant gatekeeper/SIP server model from the drop-down list.

Login Name

For RADVISION ECS only. Type the login name configured in the ECS to gain access to the ECS server interface.

Login Password

For RADVISION ECS only. Type the login password configured in the ECS server to gain access to the ECS server interface.

IP Address

Type the IP address of the gatekeeper/SIP server.

Protocol

Displays either H.323 or SIP depending on the configuration of your gatekeeper/SIP server.

For information on working with SIP, see Defining a SIP Environment on page 117.

SIP Domain

For LCS or other SIP servers only. Type the SIP domain for this proxy server. Appears only when SIP is selected in the **Protocol** drop-down menu.

Modes Enabled

For RADVISION ECS only.

- **Point to Point**—When checked, the VMS uses the advanced ECS Third Party Call Control API to create meetings with only two endpoints directly from the gatekeeper without taking any MCU resources. For more information, see Endpoint-initiated Meetings on page 118.
- **Authorization**—When checked, the VMS communicates with the ECS to monitor and to authorize all point-to-point calls in the system. For more information about the **Authorization** option, see Endpoint-initiated Meetings on page 118.

Note You must check **Authorization** to allow the gateway to support Direct Inward Dialing (DID), and to allow the VMS to allocate resources for endpoint-initiated calls.

Authorization Login

For RADVISION ECS only. Type the authorization login configured on your RADVISION ECS. Appears only when **Authorization** is checked.

Authorization Password

For RADVISION ECS only. Type the authorization password configured on your RADVISION ECS. Appears only when **Authorization** is checked.

Authorization Port

For RADVISION ECS only. Type the authorization port configured on your RADVISION ECS.

Note Authorization fields are available only when a RADVISION ECS version 3.6.0.5 and later is specified in the **Model** field. Configure authorization fields only when gateways on your network are set to work in DID mode.

Dialing Plan Information

- **Hierarchical**

  Check if neighbors to this gatekeeper have a "parent-child" relationship, instead of a flat peer relationship, in your dialing plan. When checked, the **Parent Zone** option will also be enabled.

  Note The **Hierarchical** checkbox remains unchecked for a root gatekeeper. The root gatekeeper of a hierarchical tree structure has no parent but may have peer neighbors.

- **Stripping**

  Check if the gatekeeper is configured to strip zone prefixes.

Note Multi-gatekeeper dialing plan support is available for RADVISION Gatekeepers only.

Note When checked, registered endpoint E.164 numbers and MCU/Gateway service prefixes **must not** begin with the same digits as the gatekeeper prefix.

Parent Zone

Select the gatekeeper parent zone from the drop-down list. Select **none** if the gatekeeper is at the top of the hierarchy. Available only when **Hierarchical** is checked in the **Dialing Plan Information** field.

Add Zone Prefix

Click to add a prefix for each zone configured on the gatekeeper.

Delete Zone Prefix

Check the prefix to be deleted and click **Delete Zone Prefix** to delete the specified prefix.

MODIFYING/DELETING A GATEKEEPER/SIP SERVER

In the **Name** column of the **Gatekeeper/SIP Server** tab, click the entry you wish to modify. The **Modify Gatekeeper/SIP Server** dialog box displays.

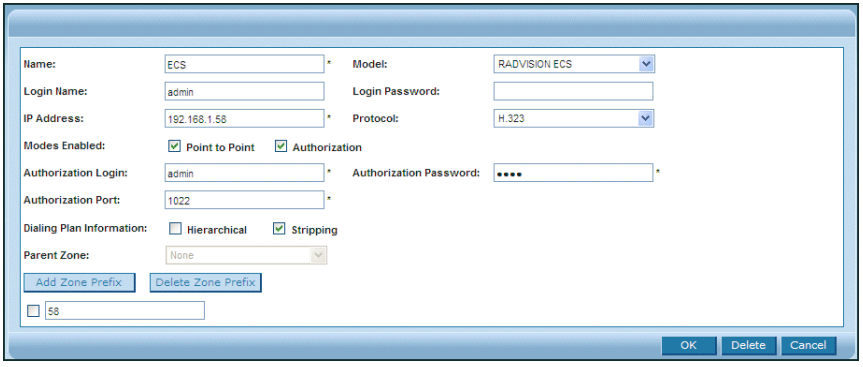


Figure 9-5 *Modify Gatekeeper/SIP Server Dialog Box*

To modify a gatekeeper/SIP server

- Modify the relevant gatekeeper/SIP server details and then click **OK**.

  Unchecking the **Point to Point** option causes all future point-to-point meetings scheduled on this gatekeeper/SIP server to be rescheduled. There is no guarantee that point-to-point meetings can be rescheduled successfully.

  Unchecking the **Authorization** option causes the VMS to be unable to check endpoint-initiated meetings for resource conflicts or support Direct Inward Dialing (DID).

To delete a gatekeeper/SIP server

- Click **Delete**.

  If there are any meetings scheduled within two hours of the time of deletion utilizing this gatekeeper/SIP server, the VMS will not allow the deletion.

  If the gatekeeper/SIP server has other gateways mapped as "children", the VMS will reconfigure the gateway dialing plan with those children as root gatekeeper/SIP servers and dial accordingly.

  If there are devices registered to the deleted gatekeeper/SIP server, they will display as not registered to any gatekeeper/SIP server after the deletion.

  It is important that these relationships be reviewed and reconfigured manually, if necessary, after any gatekeeper/SIP server is deleted.

Defining a SIP Environment

To register a terminal with the new SIP server

1. In the **Terminal** tab, click **Add** or select an existing terminal by clicking in the **Name** column of the required entry.

   The **New Terminal** (or **Modify Terminal**) dialog box displays.
2. In the **Name** field, type the name of the terminal.
3. In the **Terminal Type** field, select **IP(SIP)**.
4. In the **Registered To** field, select the new SIP server from the drop-down list.

5. Configure the remaining fields and click **OK**.

   The new terminal appears in the **Terminal** tab.

   In the **Dialing Info** column, the terminal name displays automatically followed by the SIP server domain name. The VMS automatically adds the suffix of the SIP server domain name to the form the SIP terminal URI.

   The URI = <terminal name>@<SIP server domain name>. For example, “andy@domain_name.com”.

Note The new terminal is now available to users added via the **Invite** tab in the **Meeting Scheduling** section. For more information, see Invite Tab on page 163.

ENDPOINT-INITIATED MEETINGS

The VMS establishes point-to-point or multipoint meetings created through either the web scheduling interface or the Microsoft Outlook Client. For more information about Outlook support, see the VMS Outlook Client appendix.

Note VMS Light does not support Outlook scheduling.

The VMS can also handle ad hoc calls initiated from registered terminals. The VMS identifies any resource conflicts, and system administrators can more effectively track resource usage, while using in-meeting control. For more information, see In-meeting Control on page 214.

When an endpoint initiates a meeting following normal E.164 dialing rules, the ECS sends an authorization request to the VMS. The VMS then allocates resources, adds the meeting to the list of in-session meetings in the **All Meetings** section, and creates a record of the meetings in the CDR if configured to do so.

Note Because endpoint-initiated ad hoc meetings are relevant to terminals rather than users, and because terminals can be assigned to multiple users, ad hoc meetings appear only in the **All Meetings** section, and not in the **My Meetings** section.

AUTHORIZATION MODE

To enable Authorization Mode, check the **Authorization** option in the **Modes Enabled** field in the **New Gatekeeper/SIP Server** dialog box.

In Authorization Mode, only terminals which are predefined on the VMS can initiate calls. When a predefined terminal initiates a call to a non-predefined terminal, the VMS treats the non-predefined terminal as an external endpoint.

You can initiate a call in Authorization Mode via the VMS web interface or by dialing from a predefined terminal. However, Authorization Mode does not support the RADVISION MCU web interface.

The VMS does not allow you to extend an endpoint-initiated call when any one of the participating endpoints is invited to a meeting within 30 minutes of the scheduled end of the call.

Note The 30-minute period is the default setting for the **Duration of Endpoint Initiated Calls** field in the VMS Configuration Tool utility. You can modify this value. For more information, see Duration of Endpoint Initiated Calls on page 355.

MEETING ID CONFLICTS

This section describes how the VMS behaves when a meeting ID for an endpoint-initiated meeting entered manually by the user conflicts with a meeting ID already in use by the VMS.

Note The term “port” refers to a VMS connection to an endpoint. For example, a meeting with five participating endpoints uses five ports. A call via a gateway to an MCU uses one port. Where a meeting spans multiple MCUs for bandwidth optimization, an additional port is required on each MCU. For example, a meeting spanning two MCUs in which three participating endpoints are on the first MCU and four participants on the second MCU requires nine ports (7 endpoints + 2 MCUs).

- If the meeting ID entered for an endpoint-initiated meeting matches the ID of another in-session meeting created through the VMS, the terminals will join that meeting if there are reserved ports available.
- If the meeting ID entered for an endpoint-initiated meeting matches the ID of an upcoming meeting scheduled through the VMS, the endpoint-initiated meeting will be rejected.

- If the meeting ID entered for an endpoint-initiated meeting matches the ID of a past meeting scheduled through the VMS, the endpoint-initiated meeting will be created successfully.

Reserved ISDN Ports

When an endpoint-initiated meeting is created, the in-meeting control panel (see In-meeting Control on page 214) displays no reserved ISDN ports because gateway resources are not reserved when an endpoint-initiated meeting is created. ISDN terminals may still be added to the meeting as long as there are resources available. You can add ISDN terminals either by dialing in to the meeting or via the in-meeting control panel.

MCU Tab

In the **Resource Management** section, click the **MCU** tab. The **MCU** table displays.

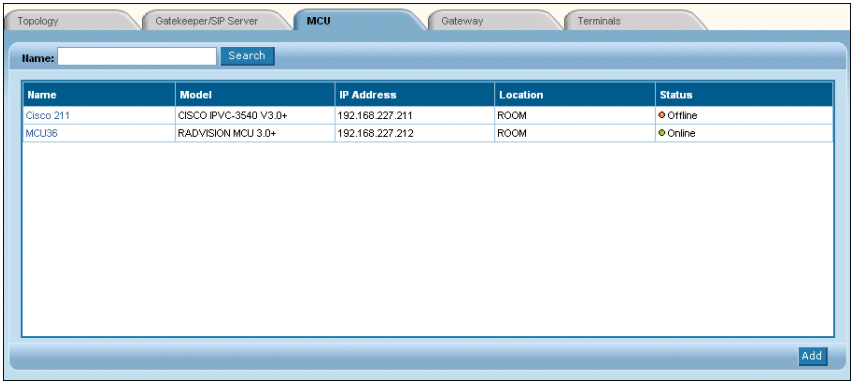


Figure 9-6 *Resource Management: MCU Tab*

Searching for an MCU

Name

Type the full or partial name of the MCU for which you are searching.

Search

Click to perform an MCU search.

Viewing MCU Information

Name

Displays the name of the MCU.

Model

Displays the MCU model.

IP Address

Displays the IP address of the MCU.

Location

Displays the Device Island in which the MCU is located.

Status

Displays the status of the MCU—online or offline.

Note All MCUs are listed as **Online** by default. For information about changing the status of an MCU, see Taking an MCU Offline on page 127.

Adding an MCU

Click **Add**. The **New MCU** dialog box displays. Type the relevant details and click **OK**.

The **New MCU** dialog box contains the following tabs:

- Basic Tab
- Advanced Tab for RADVISION MCU v2.x and Cisco MCU v2.x
- Advanced Tab for RADVISION MCU v3.x and Cisco MCU v3.x
- Advanced Tab for Accord MCU

Note The **Advanced** tab varies according to the MCU model in use.

BASIC TAB

Figure 9-7 *New MCU: Basic Tab*

Name

Type the name of the MCU.

Login Name

Type the login name configured in the MCU to gain access to the MCU interface.

Login Password

Type the login password configured in the MCU to gain access to the MCU interface.

IP Address

Type the IP address of the MCU.

Note If the VMS and MCU are located on different networks, your security policy must allow SNMP and XML connections between the VMS and the MCU.

SIP Only

Check if your MCU is only registered to a SIP server and not registered to any H.323 gatekeeper. Available for RADVISION MCU version 3.x and Cisco MCU version 3.x only.

Model

Select the relevant MCU model from the drop-down list.

Location

Select the Device Island in which the MCU is located.

Registered To

Select from the drop-down list the gatekeeper to which this MCU registers. A complete list of zone prefixes configured within the VMS is also displayed after the gatekeeper name.

Note If the specified gatekeeper/SIP server is configured to strip prefixes, MCU service prefixes **must not** begin with the same digits as the gatekeeper/SIP server prefix.

Advanced Tab for RADVISION MCU v2.x and Cisco MCU v2.x

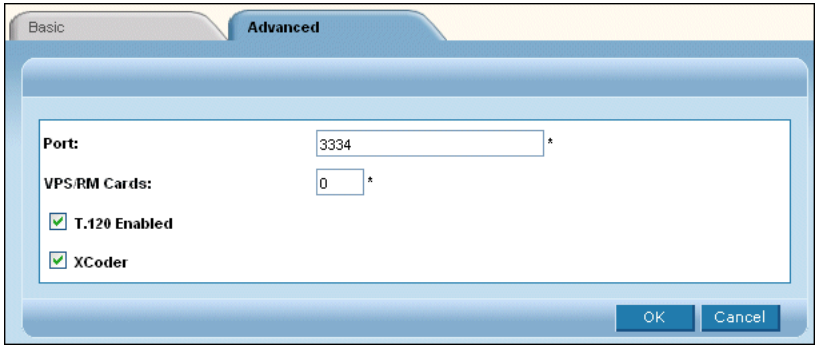


Figure 9-8 *New MCU: Advanced Tab for RADVISION MCU v2.x and Cisco MCU v2.x*

Port

Type the port through which the VMS communicates with the MCU. Check your device user manual for confirmation of the port on which the MCU operates.

If you are using one of the following RADVISION Media Video Processor (MVP) cards, type the number shown:

- MVP-10—type 1
- MVP 30—type 3

T.120 Enabled

Check to indicate that the MCU operates with T.120 Data Collaboration support.

XCoder

Check to indicate that the MCU supports audio transcoding.

ADVANCED TAB FOR RADVISION MCU V3.X AND CISCO MCU V3.X

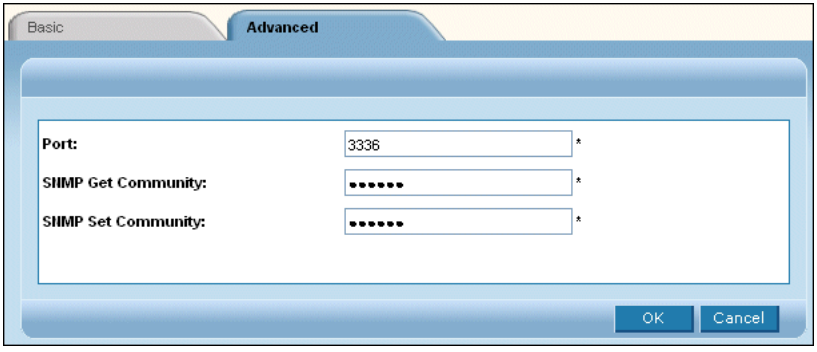


Figure 9-9 *MCU: Advanced Tab for RADVISION MCU v3.x and Cisco v3.x*

Port

Type the port through which the VMS communicates with the MCU. Check your device user manual for confirmation of the port on which the MCU operates. Set to 3336 by default.

SNMP Get Community

Type the password used to retrieve information from the SNMP Community.

SNMP Set Community

Type the password required in order to write data to the SNMP Community.

The VMS uses the configured SNMP Community settings when interacting with the MCU. The VMS automatically updates resource factors in any newly added MCU.

Note If the VMS cannot connect to a newly configured RADVISION MCU version 3.x, the MCU will be added, but its status will be **Offline**. To attempt reconnection to the MCU, set the MCU status to **Online** and click **Update**.

ADVANCED TAB FOR ACCORD MCU

Before configuring the **Advanced** tab, you must know the configuration settings of your Accord MCU.

Note Because Accord MCUs accept multiple audio and video input cards, there are no preconfigured Accord MCU models in the VMS.

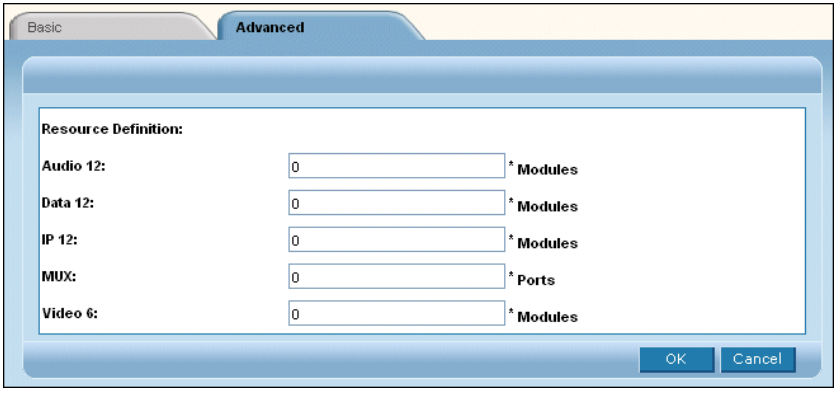


Figure 9-10 *Advanced Tab for Accord MCUs*

Audio 12

Type the number of Audio 12 modules in your Accord MCU. Each Audio 24 module should be treated as two Audio 12 modules.

Data 12

Type the number of Data 12 modules in your Accord MCU. Each Data 24 module should be treated as two Data 12 modules.

IP 12

Type the number of IP 12 modules in your Accord MCU. Each IP 24 module should be treated as two IP 12 modules.

MUX

If your MUX modules are configured at 384 Kbps, a single MUX module will have 16 ports. If your MUX modules are configured at 786 Kbps, a single MUX module will have 8 ports. Type the appropriate number.

Video 6

Type the number of Video 6 modules in your Accord MCU. A Video 12 Transcoding/CP module should be treated as two Video 6 modules.

Note Accord MCUs may also contain integrated Gateway cards. These gateway resources must be configured within the Gateway Tab in the **Device Management** section of the VMS.

MODIFYING/DELETING AN MCU

In the **MCU Name** column of the **MCU** tab, click the entry you wish to modify. The **Modify MCU** dialog box displays.

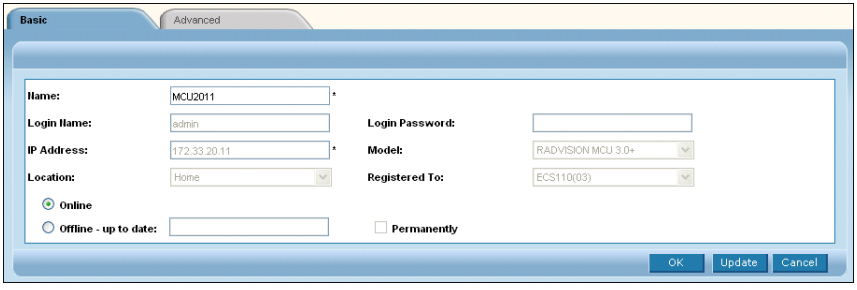


Figure 9-11 *Modify MCU Dialog Box*

To modify an MCU

1. In the **Modify MCU** dialog box, modify the relevant MCU details and then click **OK**.

To delete an MCU

- In the **Modify MCU** dialog box, click **Delete**.

Note All data other than name and online/offline status information is read-only until the MCU is taken offline **permanently**. Once taken offline permanently, all data fields are available for modification and the MCU can be deleted.

TAKING AN MCU OFFLINE

Taking an MCU offline means that the VMS will not schedule meetings for that MCU. You can specify whether an MCU is offline up to a specific date, or offline permanently.

When an MCU goes offline, all currently in-progress meetings are terminated. The VMS attempts to reschedule the upcoming meetings planned for this MCU on other MCUs with the same services and enough available resources. If no such replacement MCUs are available, upcoming meetings will be lost. No lost meetings are restored when the MCU comes back online again.

The VMS attempts to reschedule all meetings scheduled to this MCU from the time the MCU goes offline to the date specified in the **Offline up to date** field of the **Modify MCU** dialog box. If the MCU is set to be offline permanently, the VMS attempts to reschedule all future meetings.

To take an MCU offline

- In the **Modify MCU** dialog box, select the **Offline** radio button and select either a date to enter in **Offline Until** or check the **Permanently** checkbox. Then click **OK**.

Note Since the VMS will not automatically bring an MCU online even when the date specified in the **Offline up to date** field is reached, you must bring the MCU online manually.

UPDATING A RADVISION MCU VERSION 3.X

Update an MCU when an offline MCU is brought online or when there has been a configuration change on the MCU.

To update a RADVISION MCU version 3.x

- Click the name of the MCU in the **MCU Name** column to open the **Modify MCU** dialog box, then click **Update**.

  Once updates have been made successfully, the user will be prompted to download any new service information present on the MCU.

  If the VMS is unable to update the MCU successfully, the MCU will be taken offline.

SCHEDULING DIRECTLY FROM AN MCU

If you schedule a meeting directly from the MCU Conference Control interface, no notification of the meeting reaches the VMS. In such cases, conflicts in resource allocation may occur. RADVISION recommends that you schedule meetings only via the VMS web user interface.

GATEWAY TAB

In the **Resource Management** section, click the **Gateway** tab. The **Gateway** table displays.

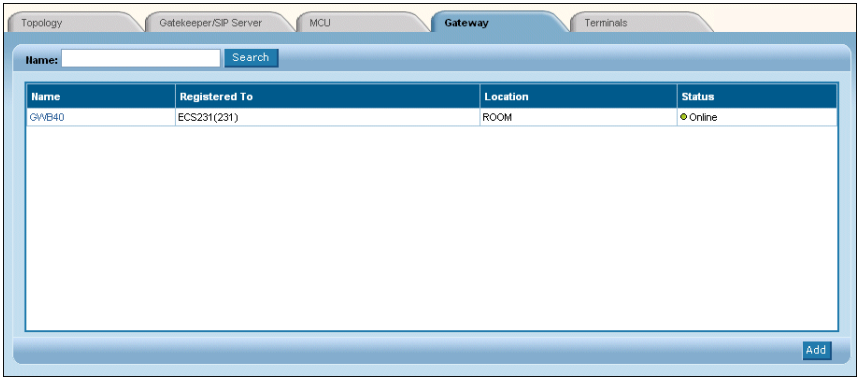


Figure 9-12 *Resource Management: Gateway Tab*

Searching for a Gateway

Name

Type the full or partial name of the gateway for which you are searching.

Search

Click to perform a gateway search.

Viewing Gateway Information

Name

Displays the name of the gateway.

Registered To

Displays the name and zone prefix of the gatekeeper/SIP server to which this gateway registers.

Location

Displays the Device Island in which the gateway is located.

Status

Displays whether a gateway is online or offline.

Adding a Gateway

To ensure correct dialing and capacity management, gateway settings configured in the VMS must be consistent with the actual gateway configuration. RADVISION recommends:

- Maintaining IVR and DID number information in the VMS whenever there are changes in the gateway.
- Maintaining capacity information to ensure that there are always available gateway ports for scheduled and ad hoc calls.

Click **Add**. The **New Gateway** dialog box displays. Type the relevant details and click **Save**.

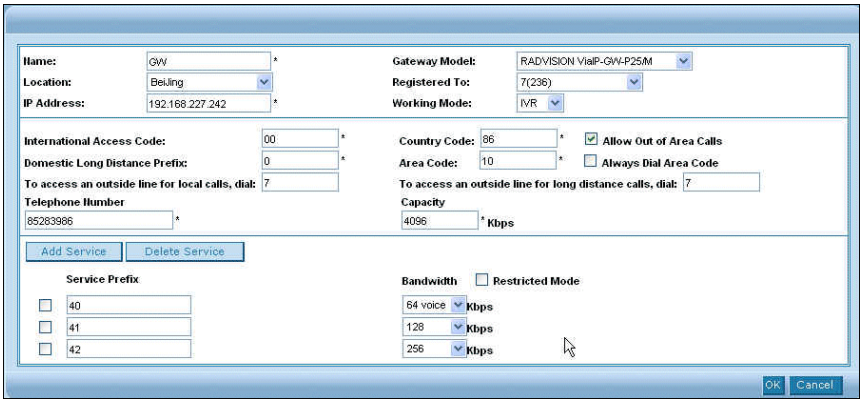


Figure 9-13 *New Gateway Dialog Box*

Name

Type the name of the gateway (optional).

Gateway Model

Select the gateway model from the drop-down list.

Location

Select the Device Island in which the gateway is located.

Registered To

Select from the drop-down list the gatekeeper/SIP server to which this gateway registers. A complete list of zone prefixes configured within the VMS is also displayed after the gatekeeper/SIP server name.

Note If this gatekeeper/SIP server is configured to strip prefixes, Gateway meeting type prefixes **must not** begin with the same digits as the gatekeeper/SIP server prefix.

Attached MCU

Select the name of the Accord MCU to which this Accord gateway is attached. Available only when an Accord gateway is specified in the **Gateway Model** field.

Maximum Number of Ports

Type the maximum number of ports available on this gateway. Available only when an Accord gateway is specified in the **Gateway Model** field.

IP Address

Type the IP address(es) for all of the gateways using this phone number.

Working Mode

Select the gateway working mode. DID mode is available only if the gateway is registered to a RADVISION ECS. If not, IVR is selected by default.

Note Unless the gatekeeper/SIP server to which this gateway is registered has been configured as an authentication server, meetings scheduled using DID numbers will not initiate correctly on the MCU. For more information, see Adding a Gatekeeper/SIP Server on page 113.

International Access Code

Type the international dialing access code.

Country Code

Type the country code of the gateway telephone numbers. The VMS appends the prefix when dialing out from this gateway to a terminal in a different country.

Allow Out of Area Calls

When checked, the gateway accepts incoming calls to the VMS from endpoints which have a different area code from the gateway area code.

When unchecked, only endpoints which have the same area code as the gateway can reach the VMS via the gateway. Checked by default.

Note If you request reserved ports for a gateway when the **Allow Out of Area Calls** option is unchecked, ensure that the specified gateway has enough resources for the extra ports.

Domestic Long Distance Prefix

Type the prefix for domestic calls to a different area.

Area Code

Type the area code of the gateway telephone numbers. The VMS appends the prefix when dialing out from this gateway to a terminal with a different area code, but the same country code.

Always Dial Area Code

Check to always dial the area code.

To access an outside line for local calls, dial

Type the access code for an outside line for local calls.

To access an outside line for long distance calls, dial

Type the access code for an outside line for long distance calls.

Telephone Number

Type the local telephone number you want to assign to the specified port.

Capacity

Type the total gateway capacity allocated for this telephone number (in Kbps).

Note When more than one zone is present in the network, gateway meeting types must be configured as local meeting types with the gatekeeper/SIP server in order for the VMS to dial correctly.

Card Type

Select the card type for the selected port. Available only when an Accord gateway is specified in the **Gateway Model** field.

Module Type

Select the module type for the selected port. Available only when an Accord gateway is specified in the **Gateway Model** field.

Adding/Deleting a DID Range

Add DID Range

Click to add a new DID range to the gateway. Available only when **DID** is selected in the **Working Mode** field.

Lower Boundary

Type the lower limit in this DID range. Available only when **DID** is selected in the **Working Mode** field.

Upper Boundary

Type the upper limit in this DID range. Available only when **DID** is selected in the **Working Mode** field.

Note A DID range must contain 60 digits or fewer. Adding a range containing more than 60 digits will generate an error when the new gateway information is submitted to the VMS.

Delete DID Range

Select the required DID range and click to delete the range from the gateway. Available only when **DID** is selected in the **Working Mode** field.

Adding/Deleting a Service (Meeting Type)

Add Service

Click to add a new service to the gateway.

Note When more than one zone is present in the network, gateway meeting types must be configured as local meeting types with the gatekeeper/SIP server in order for the VMS to dial correctly.

Delete Service

Check the specified service and click to delete that service from the gateway.

Service Prefix

Check to select the required service as configured in your gateway.

Bandwidth

Select from the drop-down list the bandwidth associated with this service as configured in your gateway.

Restricted Mode

Check to follow the convention of using multiples of 56 Kbps instead of multiples of 64 Kbps.

Note The VMS does not control or communicate with gateways. The VMS uses gateway setup information to make resource allocation decisions. For this reason it is important that gateway setup information such as port capacity and meeting type bindings are correct.

MODIFYING/DELETING A GATEWAY

In the **Name** column of the **Gateway** tab, click the entry you wish to modify. The **Modify Gateway** dialog box displays.

To modify a gateway

- In the **Modify Gateway** dialog box, modify the relevant gateway details and then click **OK**.

To delete a gateway

- In the **Modify Gateway** dialog box, select the **Offline** radio button and the **Permanently** checkbox, then click **OK**.

Note All upcoming meetings scheduled to utilize the deleted gateway will be rescheduled. The organizer and participants will be notified of the new gateway information for each successfully rescheduled meeting. If there are no longer enough resources on the network to support some meetings, the organizer and participants will be notified of the cancellation.

Taking a Gateway Offline

All data other than the values in the **Name**, **Add Service**, **Add DID Range** and **Online/Offline** status fields are read-only until you take the gateway offline permanently. Once taken offline permanently, all data fields are available for modification and the gateway can be deleted.

To take a gateway offline

- In the **Modify Gateway** dialog box, either type a date in the **Offline Until** field, or check the **Permanently** checkbox.

Terminals Tab

In the **Resource Management** section, click the **Terminals** tab. The **Terminals** table displays. Use the back and forward arrows at the bottom of the screen to display additional pages if necessary.

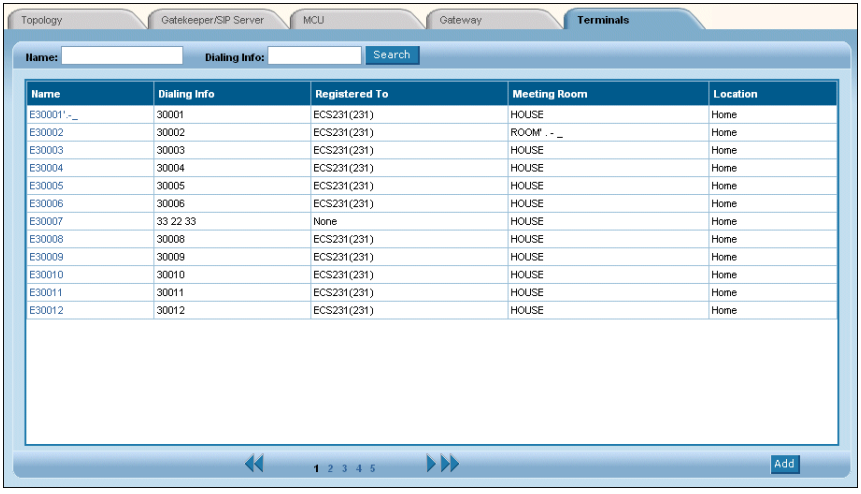


Figure 9-14 *Resource Management: Terminals Tab*

Searching for a Terminal

Name

Type the full or partial name of the terminal you wish to locate in the table, then click **Search**.

Dialing Info

Type the full or partial IP or ISDN phone number of the terminal you wish to locate in the table, then click **Search**.

Search

Click to perform a terminal search after typing name or IP/ISDN number information.

VIEWING TERMINAL INFORMATION

Name

Displays the terminal alias name.

Dialing Info

Displays either the terminal IP or ISDN phone number, or both if configured as a dual terminal.

Registered To

Displays the gatekeeper/SIP server to which the specified terminal is registered.

Meeting Room

Displays the name of the meeting room in which the terminal is located, if applicable.

Location

Displays the nearest Device Island to the terminal.

ADDING A TERMINAL

Click **Add**. The **Add Terminal** dialog box displays.

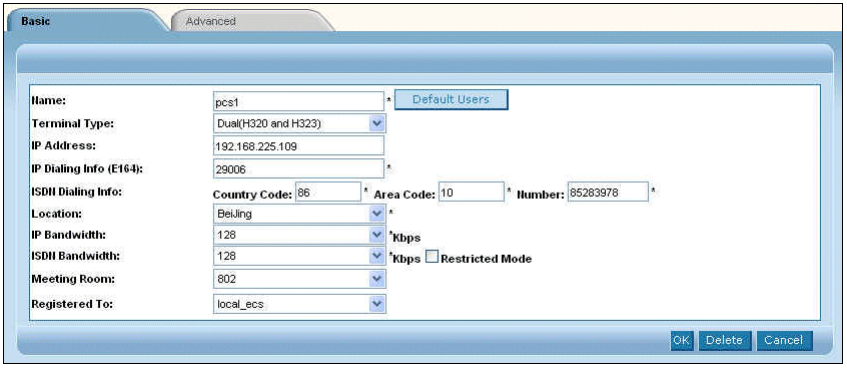


Figure 9-15 *Add Terminal Dialog Box: Basic Tab*

The following configuration options are available for adding a terminal:

Name

Type the alias name of the new terminal. This should be the name by which the terminal is usually referred to within your organization.

Default Users

Click to display the **Select Users** dialog box for assigning a user to the new terminal. For more information, see Assigning a User to a Terminal on page 141.

Terminal Type

Select whether your terminal is an IP (SIP) terminal, an IP (H.323) terminal, an ISDN (H.320) terminal or a Dual (H.320 and H.323) terminal.

IP Address

Type the IP address of the new terminal.

IP Dialing Info

Type the E.164 number of the new terminal (available only when **IP(H323)** or **Dual(H320 and H323)** are selected in the **Terminal Type** field).

If a terminal is registered to a non-stripping ECS, the terminal number must begin with the ECS zone prefix.

Note In a multi-zone dialing plan, if the terminal is registered to a gatekeeper/SIP server that is not configured to strip prefixes, it is necessary to append the zone prefix to the E.164 number.

ISDN Dialing Info

Type the ISDN phone number of the terminal in the appropriate fields (available only when **ISDN(H320)** or **Dual(H320 and H323)** are selected in the **Terminal Type** field).

Country Code

Type the international access code of the ISDN terminal (available only when **ISDN(H320)** or **Dual(H320 and H323)** are selected in the **Terminal Type** field).

Selection of a Gateway for reducing PSTN charges is based on the values configured in this field and in the **Area Code** field.

Area Code

Type the local area code of the ISDN terminal (available only when **ISDN(H320)** or **Dual(H320 and H323)** are selected in the **Terminal Type** field).

Warning If the first digit of the local area code is 0, do not type the 0.

Number

Type the ISDN phone number of the terminal without any dashes or spaces (available only when **ISDN(H320)** or **Dual(H320 and H323)** are selected in the **Terminal Type** field).

Location

Select from the drop-down list the Device Island that is nearest to the terminal.

IP Bandwidth

Type the maximum speed of the terminal connection to the network used for video meetings (available only when **IP(H323)**, **IP(SIP)** or **Dual(H320 and H323)** are selected in the **Terminal Type** field). This figure is used to confirm terminal capacity for meeting participation and for rate-matching services.

The VMS prevents calls at bandwidths greater than that indicated in this field.

ISDN Bandwidth

Type the maximum speed of the ISDN terminal connection to the network used for video meetings (available only when **ISDN(H323)** or **Dual(H320 and H.323)** are selected in the **Terminal Type** field).

Restricted Mode

Check to follow the convention of using multiples of 56 Kbps instead of multiples of 64 Kbps (available only when **ISDN(H323)** or **Dual(H320 and H.323)** are selected in the **Terminal Type** field).

Meeting Room

Select a meeting room location for the terminal from the drop-down list. Select **none** if the terminal is not located in a meeting room facility within your organization. This information allows the VMS to check for conflicts between scheduled audio/video meetings and ordinary meetings that are scheduled within the VMS system.

Registered To

Select from the drop-down list the gatekeeper/SIP server to which this terminal registers (available only when **IP(H323)**, **IP(SIP)** or **Dual(H320 and H323)** are selected in the **Terminal Type** field). A complete list of zone prefixes configured within the VMS is also displayed after the gatekeeper/SIP server name.

Note If this gatekeeper/SIP server is configured to strip prefixes, terminal E.164 numbers **must not** begin with the same digits as the gatekeeper/SIP server prefix.

Advanced Terminal Configuration

The **Advanced** tab enables you to define a login password and a model type for the new terminal, and to indicate whether or not the new terminal contains an embedded MCU.

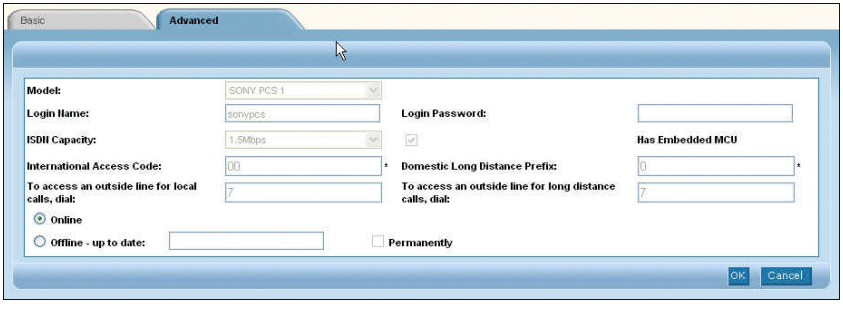


Figure 9-16 *Add Terminal Dialog Box: Advanced Tab*

Model

Select the required endpoint model from the drop-down list.

Login Name

Type the login name for the new terminal.

Login Password

Type the login password for the new terminal.

ISDN Capacity

Select the bandwidth capacity of the gateway model to which the terminal is registered.

Has Embedded MCU

Select this option if the license for the Sony endpoint model you have chosen supports an internal MCU.

Note When there are only embedded MCUs in the system, the only meeting types available are built-in **Continuous Presence** and **Voice Activated** options. For more information, see Active Meeting Types Tab on page 90.

International Access Code

Type the international dialing access code.

Domestic Long Distance Prefix

Type the prefix for domestic calls to a different area.

To access an outside line for local calls, dial

Type the access code for an outside line for local calls.

To access an outside line for long distance calls, dial

Type the access code for an outside line for long distance calls.

Online

Select to bring the terminal online.

Offline

Select to take the terminal offline. Type a date or check the **Permanently** checkbox. Then click **OK**.

Modifying/Deleting a Terminal

In the **Name** column of the **Terminals** tab, click the entry you wish to modify or delete. The **Modify Terminal** dialog box displays.

To modify a terminal

- In the **Modify Terminal** dialog box, modify the relevant terminal details and then click **OK**.

To delete a terminal

- In the **Modify Terminal** dialog box, click **Delete**.

Assigning a User to a Terminal

Assigning users to a terminal allows the VMS to automatically schedule the terminal each time that user is invited to a video meeting. For more information on meeting scheduling, see the Meeting Scheduling chapter.

If users have been provisioned, one or several users can be assigned to a terminal via the **Modify Terminal** dialog box in the **Terminals** tab of the **Resource Management** section. Each user can also be assigned to a terminal via the **User Profile** dialog box in the **User Management** section. For more information on user profile settings, see Adding a User Profile on page 187.

From the **Add Terminal** dialog box (Figure 9-15 on page 136), click **Default Users** to display the **Select Users** dialog box for assigning a user to the new terminal.

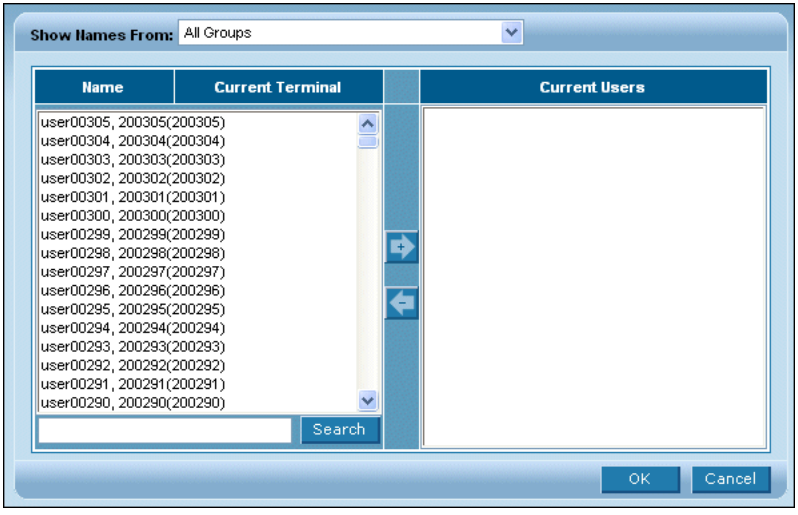


Figure 9-17 *Select Users Dialog Box*

To set a terminal as the default terminal for one or more users

1. Select a user from the left half of the dialog box.
2. Click the arrow pointing to the right.

   The selected user appears in the **Current Users** field.
3. Repeat steps 1 and 2 until all desired users are listed in the **Current Users** field.
4. Click **OK**.

10

ORGANIZATION SETTINGS

WHO SHOULD READ THIS CHAPTER

This chapter is relevant to

- VMS Pro Organization Administrators
- VMS Organization Administrators

BASICS

The **Organization Settings** section allows an Organization Administrator to create settings that will apply for all users and meetings unless overridden. The **Organization Settings** section contains the following tabs:

- Default User Settings Tab
- Default Meeting Settings Tab
- Look and Feel Tab
- Branding Tab

About Organization Settings

Administrators should note that there is a clear order of priority when creating organization settings.

- For **users**
  - Changes made to individual user profiles will override default settings.
  - Default user settings created by an Organization Administrator override organization-wide settings created by a Service Provider Administrator.
- For **meetings**
  - Per-meeting settings made during scheduling override meeting template settings.
  - Meeting template settings override default meeting settings.
  - Default meeting settings created by an Organization Administrator override organization-wide settings created by a Service Provider Administrator.

Default User Settings Tab

Click the **Default User Settings** tab to display the **Default User Settings** screen. Type the relevant details and click **OK**.

The **Default User Settings** tab allows the Organization Administrator to set default settings that will be applied to all new users created within the organization (either by new user creation or by updating users via an external directory server). Organization Administrators can apply changes in available services to all existing users.

Note Values applied in the **Default User Settings** tab are also displayed when a meeting is created in the **Meeting Scheduling** section, or through the VMS Outlook Client.

Remember VMS Light does not support Outlook scheduling.

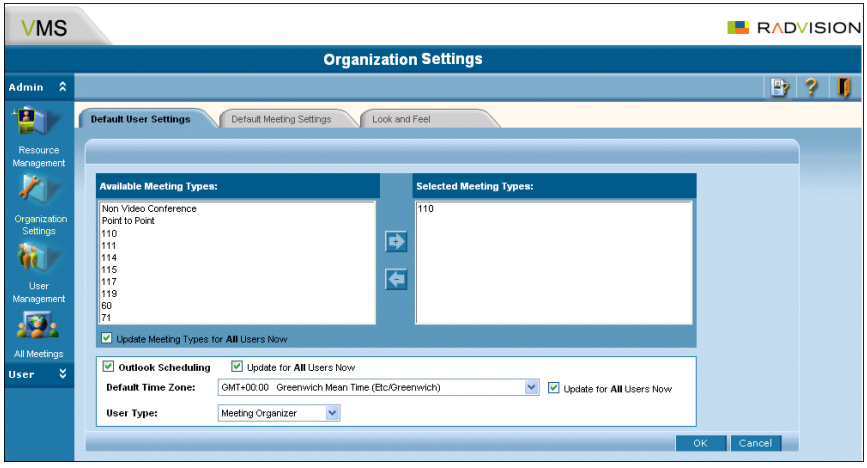


Figure 10-1 *Organization Settings: Default User Settings Tab*

Available Meeting Types

Displays meeting types made available to the organization by the Service Provider Administrator. Select a meeting type from this list and click the arrow pointing to the right to make the meeting type available to new users.

Note The **Available Meeting Types** list always includes the **Non Video Conference** and **Point to Point** meeting types.

Selected Meeting Types

Displays meeting types that the Organization Administrator chooses to make available to new users. Select a meeting type from the list and click the arrow pointing to the left to make the meeting type unavailable to new users.

Note RADVISION recommends that you select all available meeting types.

Update Meeting Types for All Users Now

When checked, the profiles of all existing users and of all users added after the **Update Meeting Types for All Users Now** option is checked are updated automatically when changes in the availability of meeting types are saved. All meeting type selections in user profiles are overwritten to reflect new default values.

When unchecked, only the profiles of users added after the **Update Meeting Types for All Users Now** option is checked are updated automatically when changes in the availability of meeting types are saved. The profiles of users created before the **Update Meeting Types for All Users Now** option is checked are not automatically updated.

Outlook Scheduling

Check to allow all new users to schedule meetings using the VMS Outlook Client.

Note VMS Light does not support Outlook scheduling.

Update for All Users Now

When checked, the profiles of all existing meeting participants and of all participants added after the **Update for All Users Now** option is checked are updated automatically when a meeting has been updated.

When unchecked, only participants added after the **Update for All Users Now** option is checked are updated automatically when a meeting has been updated. Meeting participants added before the **Update for All Users Now** option is checked are not updated.

Default Time Zone

Select the default time zone for all new users.

Update for All Users Now

When checked, the profiles of all existing meeting participants and of all participants added after the **Update for All Users Now** option is checked are updated automatically when the default time zone has been updated.

When unchecked, only participants added after the **Update for All Users Now** option is checked are updated automatically when the default time zone has been updated. Meeting participants added before the **Update for All Users Now** option is checked are not updated.

User Type

Set default privileges for all new users. User types include:

- **Organization Administrator**—Can check schedules, receive and respond to meeting notices, modify profiles, monitor all meetings within the organization, and manage all resources and users.
- **Meeting Operator**—Can check schedules, receive and respond to meeting notices, modify profiles, monitor all meetings within the organization, schedule meetings, and modify and delete meetings scheduled by other organization users.
- **Meeting Organizer**—Can check schedules, receive and respond to meeting notices, modify profiles, schedule meetings, and modify and delete meetings scheduled by him/herself.
- **Regular User**—Can check schedules, receive and respond to meeting notices, and modify his/her own profile.

Note XML configuration file definitions overwrite the setting for the **User Type** field. You can use the **User Type** field for ADS groups that are not defined in the XML configuration file. For more information, see Mapping External LDAP Users to VMS User Types on page 398.

Enable Cost Code

When checked, the user must use a cost code to book catering services. When unchecked, no cost code is necessary.

Note Checking this option enables the **Cost Code** field in the **Add** (or **Modify**) **Group** dialog box, accessed from the **Groups** tab of the **Organization Settings** section; and in the **Caterer Selection** tab accessed from the **Catering Service** option in the **Meeting Scheduling** section.

Currency Symbol

If a symbol is provided, all catering service prices and total amounts will use this currency.

DEFAULT MEETING SETTINGS TAB

The **Default Meeting Settings** tab allows the Organization Administrator to set default values for all new meeting templates created by organization users. Click the **Default Meeting Settings** tab. The **Default Meeting Settings** tab displays. Type the relevant details and click **OK**.

Note Values applied in the **Default Meeting Settings** tab are also displayed when a meeting is created in the **Meeting Scheduling** section, or through the VMS Outlook Client.

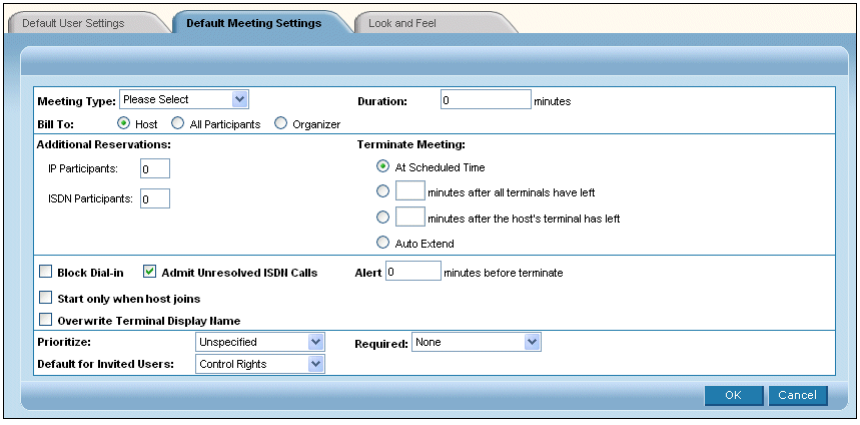


Figure 10-2 *Organization Settings: Default Meeting Settings Tab*

Meeting Types

Select a default meeting type for all new meeting templates and meetings.

Note RADVISION recommends that Administrators select a default meeting type that is available to all users.

Note The meaning of the terms “service” and “meeting type” in the context of the VMS are identical.

Duration

Type a default meeting duration (in minutes).

Bill To

Select **Host**, **All Participants** or **Organizer**. If the Host and Organizer are the same person, the **Organizer** option does not display.

Note The option selected in the **Bill To** field becomes the default setting in the **Meeting Templates** and **Meeting Scheduling** sections. RADVISION recommends that you set the default setting in the **Default Meeting Settings** tab in the **Organization Settings** section. For more information, see Default Meeting Settings Tab on page 148.

Additional Reservations

Determine how many additional IP and ISDN participant reservations should be made by default when scheduling a meeting. Type the required values in the **IP Participants** and **ISDN Participants** fields.

Terminate Meeting

Select which parameters will be used to decide when a meeting should be terminated:

- **At scheduled time**—The meeting will terminate at the time defined in the meeting scheduling process.
- ***n* minutes after all terminals have left**—The meeting will terminate after the length of time configured here has passed since all terminals have left the meeting.
- ***n* minutes after the host's terminal has left**—The meeting will terminate after the length of time configured here has passed since the host terminal has left the meeting, even if other terminals are still in the meeting.

  The term “host” refers to the party requesting the meeting. Hosts are also frequently the party to whom the cost of the meeting will be billed.
- **Auto Extend**—The meeting will continue until terminated manually from the in-meeting control panel (see In-meeting Control on page 214), or until all terminals have left the session.

Block Dial-in

Check to prevent dial-in terminals from connecting to a meeting scheduled by the VMS by default.

Admit Unresolved ISDN Calls

When checked, enables ISDN terminals for which source information is not available to dial into a VMS-scheduled meeting. Unresolved terminals are allowed into the meeting if there are resources available (if extra ISDN ports have been reserved or if an ISDN terminal has been deleted from the ongoing meeting).

When unchecked, unresolved ISDN terminals will be rejected during authorization for dial-in calls.

Checked by default.

Alert *n* minutes before terminate

Type the number of minutes' warning a terminal should receive by default before a meeting is terminated.

Start only when host joins

Check to prevent a meeting starting until the host has joined.

Overwrite Terminal Display Name

Check to override the terminal display name. When checked, the terminal name overwrites the H.323 station name displayed as text overlay in the video image. The terminal name appears in both the VMS and Outlook displays. Unchecked by default.

The setting for the **Overwrite Terminal Display Name** option is copied to the **Overwrite terminal display name** option in the **Advanced** tab of the **Meeting Scheduling** section.

Note The **Overwrite Terminal Display Name** feature is supported by RADVISION MCU 3.6 and later only.

Prioritize

Determines which value should be selected by default when meetings are scheduled and/or meeting templates are created.

- **Bandwidth** causes the VMS to allocate resources to conserve bandwidth. In some cases, this may cause a meeting to be cascaded to conserve bandwidth, even though a single MCU is available which can host the meeting.
- **Delay** causes the VMS to allocate resources to ensure the best quality meeting.

Required

Select the resources that are required by default to confirm this meeting. For example, if you select **All Rooms**, the VMS will not allow a meeting to be scheduled unless all rooms are available at that time. When **None** is selected, the VMS confirms the network resources and advises the VMS of any conflicts among attendees, rooms or terminals.

Default for Invited Users

- **Control Rights**—When selected, a new participant that is invited into a meeting via the **Meeting Templates** or **Meeting Scheduling** sections, or via the recurring or ad hoc meeting functions, is a meeting controller by default.
- **No Control Rights**—When selected, a new participant that is invited into a meeting via the **Meeting Templates** or **Meeting Scheduling** sections, or via the recurring or ad hoc meeting functions, is by default not a meeting controller.

LOOK AND FEEL TAB

In the **Organization Settings** section, click the **Look and Feel** tab. The **Look and Feel** tab enables you to define how the **Meeting** tab, the **Advanced** tab and the **Attendees Settings** tab in the **Meeting Scheduling** section will look. Select the required options and click **OK**.

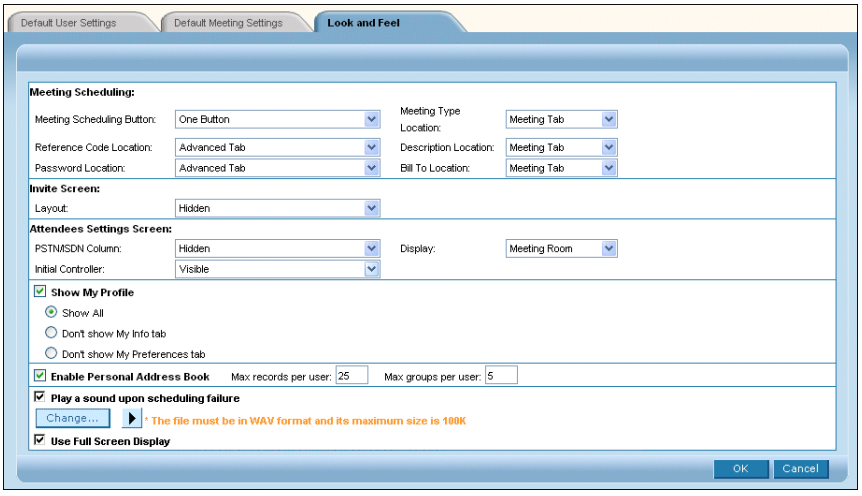


Figure 10-3 *Organization Settings: Look and Feel Tab*

Meeting Scheduling Button

Select an option from the drop-down list—**One Button** or **Sub Menu (Normal/Recurrence/Ad-Hoc)**.

- **One Button**—Collapses the **Meeting Scheduling** link in the sidebar on the left side of the user interface.
- **Sub Menu (Normal/Recurrence/Ad-Hoc)**—Expands the **Meeting Scheduling** link in the sidebar on the left side of the user interface. The expanded link enables you to easily access the configuration options for the specific type of meeting you require.

Note In VMS Light, only the **One Button** option is available in the **Meeting Scheduling Button** field and cannot be changed.

Meeting Type Location

Select the required option from the drop-down list to locate the **Meeting Type** field in either the **Meeting** tab or the **Advanced** tab of the **Meeting Scheduling** section.

Reference Code Location

Select the required option from the drop-down list to locate the **Reference Code** field in either the **Meeting** tab or the **Advanced** tab of the **Meeting Scheduling** section, or to hide the option.

Description Location

Select the required option from the drop-down list to locate the **Description Location** field in either the **Meeting** tab or the **Advanced** tab of the **Meeting Scheduling** section.

Password Location

Select the required option from the drop-down list to locate the **Password Location** field in either the **Meeting** tab or the **Advanced** tab of the **Meeting Scheduling** section, or to hide the option.

Bill To Location

Select the required option from the drop-down list to locate the **Bill To** field in either the **Meeting** tab or the **Advanced** tab of the **Meeting Scheduling** section, or to hide the option.

Layout

Select the required option from the drop-down list to display or hide the default meeting layout in the **Invite** tab within the **Attendees Settings** tab of the **Meeting Scheduling** section.

You can drag and drop, and view up to four views in every MCU. Each view can have a different layout within the MCU and can range from single CP to 16 CP. When you dial into the MCU, the MCU will automatically provide the correct layout according to the bandwidth you have chosen.

PSTN/ISDN Column

Select the required option from the drop-down list to display or hide the **PSTN/ISDN** column in the **Attendee Settings** tab of the **Meeting Scheduling** section.

Display

Select the required option from the drop-down list to display the **Meeting Room** column or the **E-mail** column in the **Attendee Settings** tab of the **Meeting Scheduling** section.

Note E-mail display is relevant only in places where a desktop is used and not when meeting rooms are used.

Show My Profile

When checked, the **My Profile** icon appears in the sidebar on the left side of the user interlace for all organization users. Checked by default.

- **Show All—**When selected, the **My Info** tab and the **My Preferences** tab display in the **My Profile** section for all organization users. Selected by default.
- **Don't show My Info tab—**When selected the **My Info** tab does not display in the **My Profile** section for all organization users.
- **Don't Show My Preferences tab—**When selected the **My Preferences** tab does not display in the **My Profile** section for all organization users.

Enable Personal Address Book

When checked non-VMS users can be added to your private address book. Checked by default.

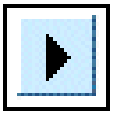
- **Max records per user**—Type the maximum number of records allowed per user. The maximum supported value (and the default value) is 500.
- **Max groups per user**—Type the maximum number of groups allowed per user. The maximum supported value (and the default value) is 50.

Play a sound upon scheduling failure

When checked, a sound is heard when scheduling fails. A sound file must be in WAV format and of maximum size 100 KB.

Change

Click to navigate to a required WAV file.



Play

Click the icon to play the specified WAV file containing the required sound.

Use Full Screen Display

When checked, only a window frame with no menu or title bar displays in your browser. When unchecked, the regular browser view displays. Checked by default.

Note Click **OK** to activate a change to the **Use Full Screen Display** setting. Your screen display will change the next time you log in.

When a VMS Organization Administrator checks this option and then clicks **OK**, full screen display mode becomes the default setting for all organization users who have not yet selected a preference via the **Use Full Screen Display** option in the **My Profile** section. The full screen display is automatically activated the next time that organization users log in.

When a VMS Organization Administrator unchecks this option and then clicks **OK**, the regular browser display mode becomes the default setting for all organization users who have not yet selected a preference via the **Use Full Screen Display** option in the **My Profile** section. The regular browser display is automatically activated the next time that organization users log in.

OK

Click to activate the settings configured in the **Look and Feel** tab.

BRANDING TAB

The **Branding** tab enables you to change the product logo that displays in the top left corner of the VMS user interface.

Note The **Branding** tab is available in VMS Pro only. The **Branding** tab displays for an organization only when a Service Provider Administrator selects the **Allow Product Branding** option in the **General** tab of the **Organization Management** section for that organization (see Allow Product Branding on page 25).

You can also change corporate and product logos via the VMS Configuration Tool. For more information, see Branding Customized on page 359.

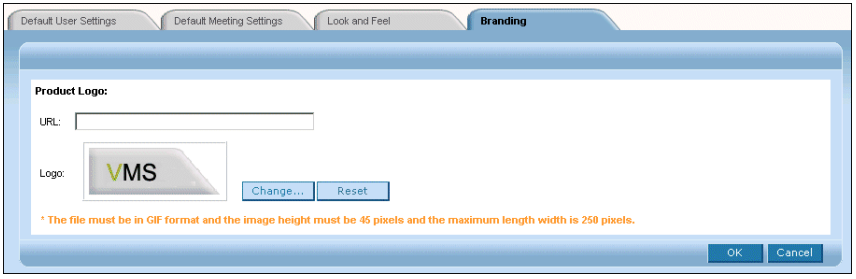


Figure 10-4 *Organization Settings: Branding Tab*

URL

Type the URL at which the required logo is located. The new URL should be located on the VMS server and indexed by an organization identifier. The new URL replaces the default product link for the organization.

Logo

Displays the product logo currently in use.

Change

Click to navigate to the GIF file in which the required product logo is located. The new GIF file should be located on the VMS server and indexed by an organization identifier. The new logo replaces the default logo for the organization and appears in all organization screens.

Note Files containing logos must be in GIF format. The logo image must be 45 pixels high and a maximum of 250 pixels wide.

Note When an Organization Administrator uploads a new GIF file and/or enters a new product URL, the new file/URL overwrites the existing file/URL stored on the organization VMS server.

Reset

Click to restore the system default product logo.

11

MEETING SCHEDULING

WHO SHOULD READ THIS CHAPTER

This chapter is relevant to

- VMS Pro Organization Administrators
- VMS Organization Administrators
- VMS Organization Meeting Operators
- VMS Organization Meeting Organizers

BASICS

You can schedule a new meeting in the following ways:

- Configure the fields in the **Meeting Scheduling** section, or
- Load an existing meeting template from those you have already saved. For more information, see Toolbar on page 158.

The **Meeting Scheduling** section contains a toolbar and the following tabs:

- Meeting Tab
- Invite Tab
- Attendees Settings Tab
- Attendees Settings Tab (Non Video Conference)
- Attendee Availability Tab
- Advanced Tab
- Advanced Tab (Non Video Conference)

Note The meaning of the terms “service” and “meeting type” in the context of the VMS are identical.

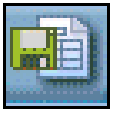
Note Fields that are not configured in the **Meeting** tab are configurable in the **Advanced** tab.

TOOLBAR

The toolbar contains the following icons:

Load Templates

Click to use an existing meeting template for the meeting you wish to schedule.



Save Templates

Click to save the meeting you are currently scheduling as a meeting template.

MEETING TAB

In the **Meeting Scheduling** section, click the **Meeting** tab.

Note VMS Light supports ad hoc meetings only.

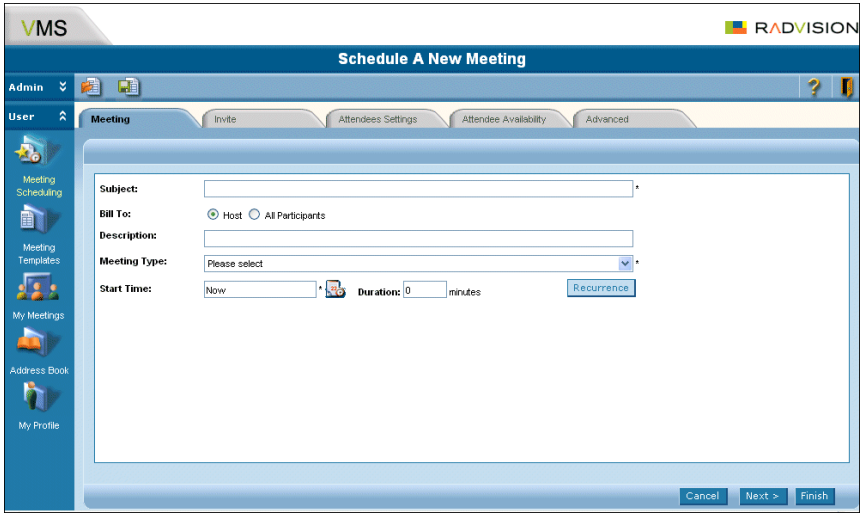


Figure 11-1 *Meeting Scheduling: Meeting Tab*

Subject

Type a meeting topic or title that will appear in all notifications.

Bill To

Select **Host**, **All Participants** or **Organizer**. If the Host and Organizer are the same person, the **Organizer** option does not display.

Note An option selected in the **Bill To** field becomes the default setting in the **Meeting Templates** and **Meeting Scheduling** sections. RADVISION recommends that you set the default setting in the **Default Meeting Settings** tab in the **Organization Settings** section. For more information, see Default Meeting Settings Tab on page 148.

Description

Type agenda items or a meeting description that will appear in all notifications.

Meeting Type

Select a meeting type from the drop-down list.

Note When there are only embedded MCUs in the system, the only meeting types available are built-in **Continuous Presence** and **Voice Activated** options. For more information, see Active Meeting Types Tab on page 90.

Start Time

Click the calendar icon to specify the date and time of the meeting. The default value is **Now**. If you do not change the start time, the meeting will start immediately. To reset the start time to **Now**, click the arrow icon directly to the right of the calendar icon.

Note Because VMS Light supports ad hoc meetings only, the **Start Time** value in VMS Light is always set to **Now**.

Duration

Type the meeting length in minutes. This field will already contain the default meeting duration set by the System Administrator in the **Default User Settings** tab in the **Organization Settings** section. For more information, see Default User Settings Tab on page 144.

Recurrence

If a meeting is held on a daily or weekly basis, click to display recurrence settings. For more information, see Configuring Recurrence Settings on page 162.

Note VMS Light supports ad hoc meetings only. In VMS Light the **Start Time** field is always set to **Now** and cannot be changed. The **Recurrence** option is unavailable in all forms of the VMS if the **Start Time** field is set to **Now**.

Cancel

Click to delete the configured **Meeting** tab settings.

Next

Click to display the **Invite** tab. For more information, see Invite Tab on page 163.

Finish

Click to create the meeting. All resources (attendees, terminals, rooms and network resources) will be checked for availability.

- If network resources are available and all required resources are available, the meeting will be scheduled automatically and notifications sent to all participants.

Note The format in which VMS sends e-mail notifications depends on the type of meeting creator. If the meeting creator is a web user, the e-mail notification is in HTML format. If the meeting creator is an Outlook user, the e-mail notification is in VCAL format.

- If either network resources or required resources are unavailable, the VMS will display an “Unable to Schedule!” message and a reason for the scheduling failure.
- If network resources are available but non-required resources are not, the meeting will automatically be scheduled, notifications sent, and a conflict list displayed for the organizer.

Note To preview attendee and room availability for the time of the meeting, click the **Attendee Availability** tab. For detailed information, see Attendee Availability Tab on page 176.

CONFIGURING RECURRENCE SETTINGS

Click **Recurrence** to configure recurrence settings if this meeting is held on a daily or weekly basis. The **Set Recurrence** dialog box displays.

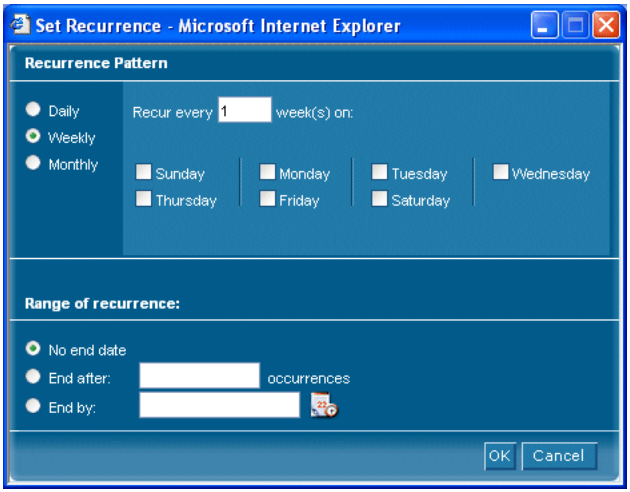


Figure 11-2 *Set Recurrence Dialog Box*

Configure the required recurrence settings and click **OK**.

Note When you schedule a recurring meeting, a conflict report will display each occurrence with its scheduling result. If a recurring meeting is scheduled for a period of over 30 days, the VMS will first schedule the meetings which fall within 30 days of the date scheduled and send an e-mail notification. Every 30 days, the VMS will automatically reschedule the remaining meetings in the series and send a notification until the series is completed. Only the first upcoming meeting will be displayed in the **All Meetings** and **My Meetings** sections at any given time

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INVITE TAB

In the **Meeting Scheduling** section, click the **Invite** tab.

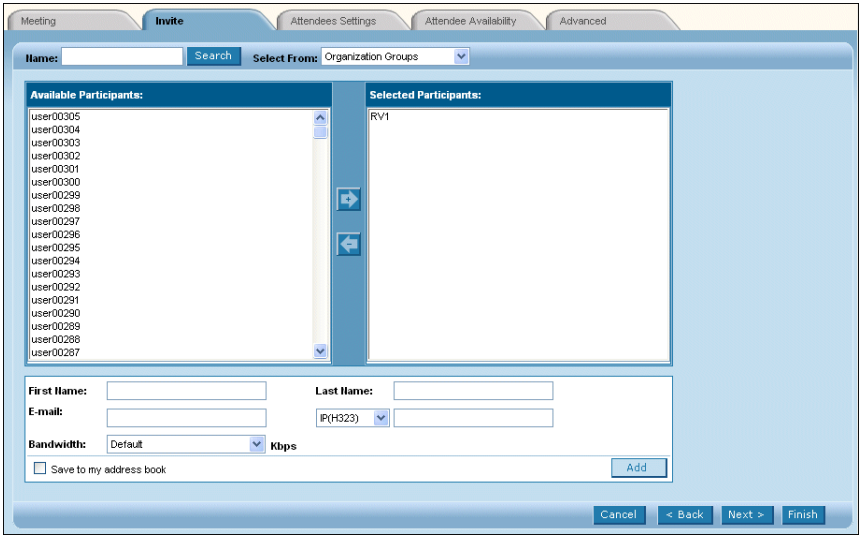


Figure 11-3 *Meeting Scheduling: Invite Tab*

SEARCHING FOR A PARTICIPANT

Name

Type the full or partial name of the attendee for which you are searching, then click **Search**.

Select From

Select a group from the drop-down list from which to choose attendees, or select **All Groups** for a complete list of users belonging to this organization. Select required users and click the "+" button to add these users to the list of invited participants.

VIEWING PARTICIPANT INFORMATION

Available Participants

Displays all the participants that are available for a meeting.

Selected Participants

Displays all the participants that you have selected to be invited to a meeting.

First Name

Type the first name of the participant you wish to invite to the meeting.

Last Name

Type the last name of the participant you wish to invite to the meeting.

E-mail

Type the e-mail address of the participant you wish to invite to the meeting.

Terminal type and dial string

Select whether your terminal is a PSTN or Mobile terminal, an IP (SIP) terminal or an IP (H.323) terminal and type the terminal dialing string (H.323 alias or SIP URI).

Bandwidth

Select the required bandwidth rate from the drop-down list.

Save to my address book

Check to save the specified participant to the **Address Book** section. For more information, see the Address Book chapter.

Add

Click to add the specified participant to the meeting.

ATTENDEES SETTINGS TAB

In the **Meeting Scheduling** section, click the **Attendees Settings** tab.

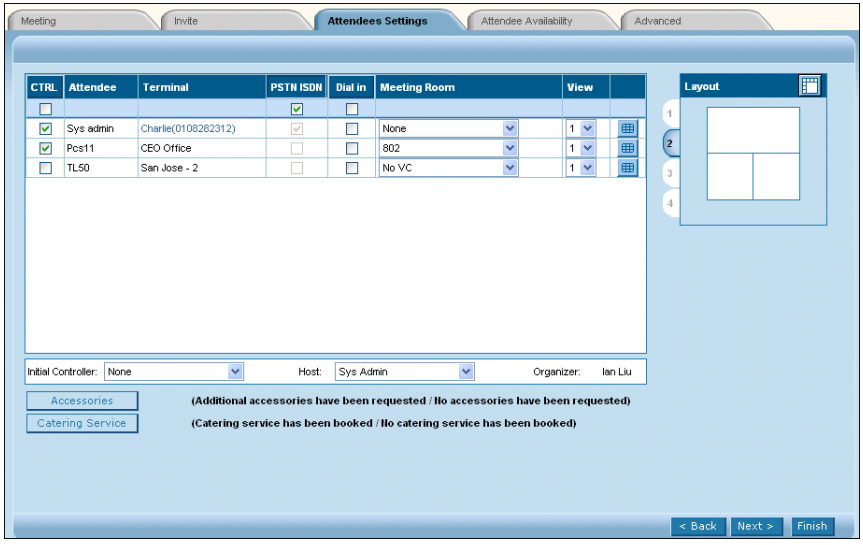


Figure 11-4 *Meeting Scheduling: Attendees Settings Tab*

CTRL

Check to grant the specified attendee meeting control privileges. Select the top checkbox to grant all attendees control privileges. If no attendees are granted control privileges, the Administrator and the Meeting Operator may perform in-meeting control.

Attendee

Displays the names of all attendees.

Terminal

Displays the user default terminal. If a user does not have a default terminal assigned, the word “Select” displays. Click to assign a terminal or to change an existing terminal assignment for this meeting only. The **Select Terminal** dialog box displays. For more information, see Modifying a Terminal Number on page 175.

PSTN ISDN

Check if a Dual IP/ISDN terminal is to be used as an ISDN connection for this meeting. Enabled only when the specified terminal is defined as a Dual IP/ISDN terminal.

Dial in

Specify which terminals are expected to dial in to the meeting.

Meeting Room

If your terminal is a mobile unit, its location may change. To change location for this meeting only, select a different meeting room for this terminal from the drop-down list.

E-mail Address

Displays the attendee e-mail address.

View

Select from up to four available layouts for each participant, depending on which service is selected for this meeting.

Layout

Click the icon to change the current layout display. The **Select Layout** dialog box displays the available layouts, depending on which service is selected for this meeting. Select the required layout. The **Attendees Settings** tab updates immediately.

Change Layout

Drag and drop the icon into the required position in the video layout, as shown at Figure 11-5. When you release the icon after positioning, the terminal name displays in the video layout position, as shown at Figure 11-6. On joining a meeting, the participant views the video from the configured position.

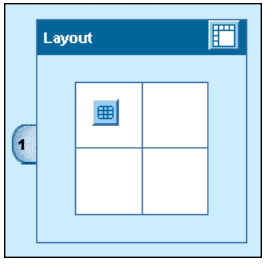


Figure 11-5 *Icon Positioned in Video Layout Display*

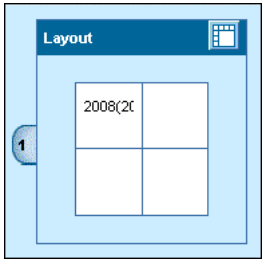


Figure 11-6 *Icon Released in Video Layout Display*

Initial Controller

Select an initial controller for this meeting from the drop-down list. When the initial controller logs in to the in-meeting control, he/she automatically becomes the meeting controller.

Host

Select a host for this meeting. The term “host” refers to the party requesting the meeting. Hosts are also frequently the party to whom the cost of the meeting will be billed.

Organizer

Indicates the organizer of the current meeting.

SCHEDULING ACCESSORIES

The **Accessories** option enables you to view and modify current accessories settings. The options available in the user interface vary according to whether you are:

- Scheduling accessories for a recurring meeting
- Scheduling accessories for any meeting with one meeting room only
- Scheduling accessories for any meeting with more than one meeting room

Note If additional shared accessories are requested for any of the meeting rooms in a meeting, "Additional accessories have been requested" displays next to the **Accessories** button. If no additional shared accessories are requested, "No accessories have been requested" appears.

SCHEDULING ACCESSORIES FOR A RECURRING MEETING

Click the **Accessories** button. The **Recurring Accessories Request** dialog box displays.

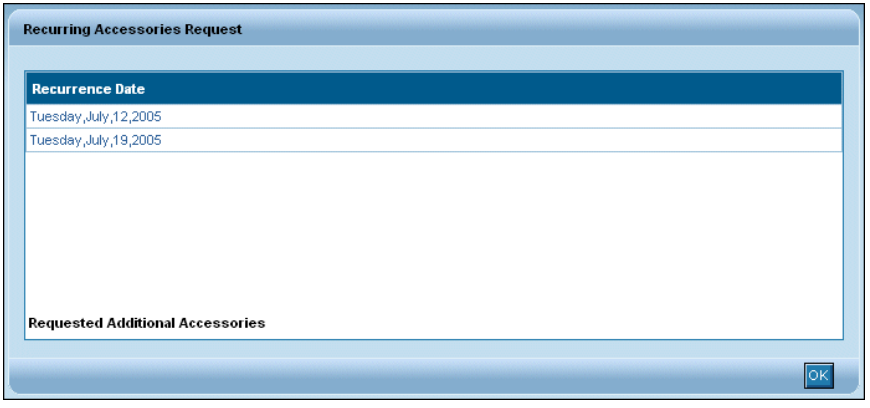


Figure 11-7 *Recurring Accessories Request Dialog Box*

The **Recurring Accessories Request** dialog box displays all recurring meetings in date order beginning with the most recent. An asterisk next to a date indicates that accessories have been requested for that meeting instance.

Click the required date.

- If you are scheduling a recurring meeting with a single meeting room, the **Meeting Accessories** dialog box displays. See Scheduling accessories for any meeting with one meeting room only on page 169.
- If you are scheduling a recurring meeting with more than one meeting room, the **Meeting Rooms Accessories** screen displays. See Scheduling accessories for any meeting with more than one meeting room on page 170.

SCHEDULING ACCESSORIES FOR ANY MEETING WITH ONE MEETING ROOM ONLY

The **Meeting Accessories** dialog box displays the list of accessories in the meeting room that are not portable (portable accessories can be shared between meeting rooms), and enables you to select additional accessories.

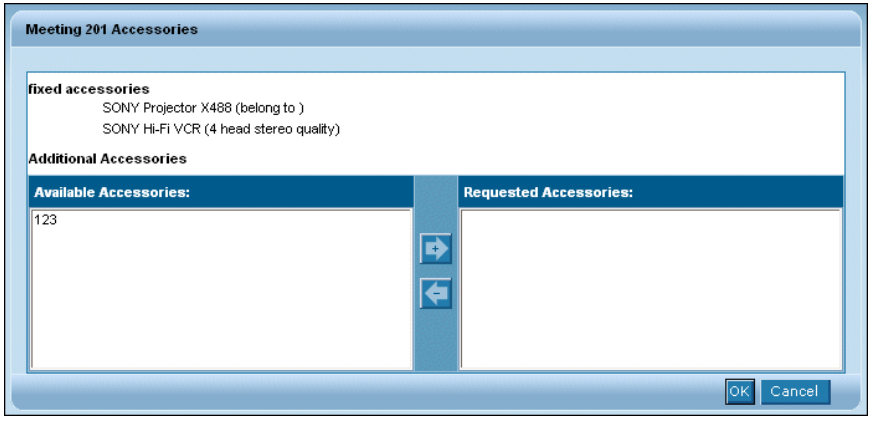


Figure 11-8 *Meeting Accessories Dialog Box*

Available Accessories

Displays the available accessories for this meeting room. Use the right-pointing arrow to select an accessory.

Requested Accessories

Displays the accessories already requested for this meeting room. Use the left-pointing arrow to remove an accessory from the list.

SCHEDULING ACCESSORIES FOR ANY MEETING WITH MORE THAN ONE MEETING ROOM

Click the **Accessories** button. The **Meeting Rooms Accessories** dialog box displays.

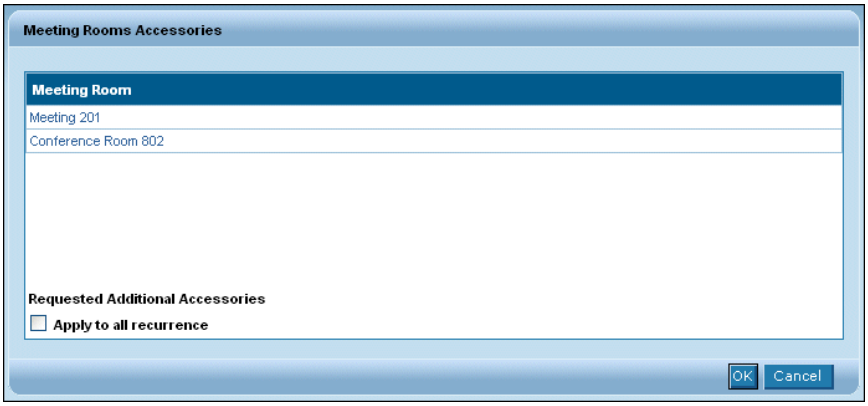


Figure 11-9 *Meeting Rooms Accessories Dialog Box*

The **Meeting Rooms Accessories** dialog box displays a list of all the meeting rooms used in your meeting. Click the required meeting room to display the **Meeting Accessories** dialog box and see Scheduling accessories for any meeting with one meeting room only on page 169 for more information.

SCHEDULING CATERING SERVICES

The **Catering Service** option enables you to view catering settings. The options available in the user interface vary according to whether you are:

- Scheduling catering for a recurring meeting
- Scheduling catering for any meeting with one meeting room only
- Scheduling catering for any meeting with more than one meeting room

---

Note If a catering service is configured for any of the meeting rooms in a meeting, “Catering service has been booked” displays next to the **Catering Service** button. If no catering service has been configured, “No catering service has been booked” appears.

Scheduling catering for a recurring meeting

Click the **Catering Service** button. The **Recurring Catering Service** dialog box displays.

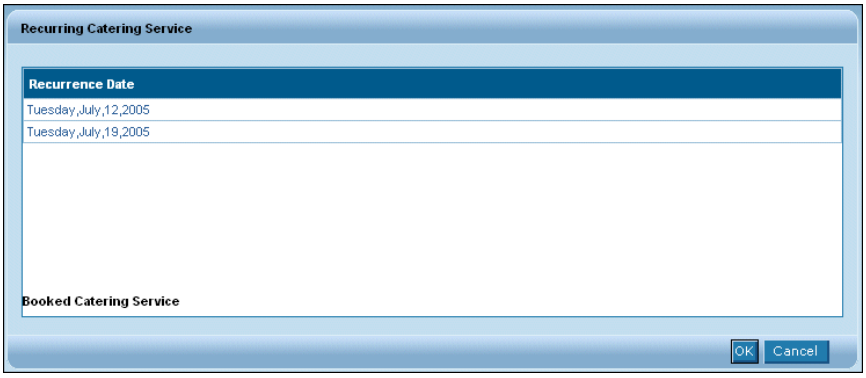


Figure 11-10 *Recurring Catering Service Dialog Box*

The **Recurring Catering Service** dialog box displays all recurring meetings in date order beginning with the most recent. An asterisk next to a date indicates that accessories have also been requested for that meeting instance.

Click the required date.

- If you are scheduling a recurring meeting with a single meeting room, the **Caterer Selection** tab displays. See Scheduling catering for any meeting with one meeting room only on page 171.
- If you are scheduling a recurring meeting with more than one meeting room, the **Meeting Room Caterers** screen displays. See Scheduling catering for any meeting with more than one meeting room on page 174.

Scheduling catering for any meeting with one meeting room only

The meeting room catering service interface contains the following tabs:

- Caterer Selection
- Menu Selection
- Summary

Caterer Selection

The **Caterer Selection** tab includes the following options.

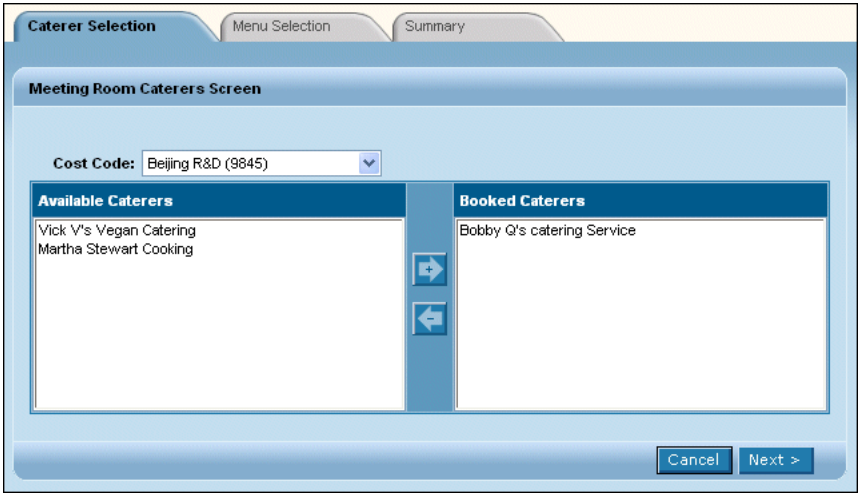


Figure 11-11 *Caterer Selection Tab*

Cost Code

Select a cost code from the drop-down list. The drop-down list contains all codes available to the meeting participants. If the **Enable Cost Code** option in the **Default User Settings** tab of the **Organization Settings** section is unchecked, this field is disabled and the **Available Caterers** list displays all caterers configured for the organization.

Available Caterers

Displays the available caterers for this meeting as determined by the selected cost code. Use the right-pointing arrow to select a caterer.

Booked Caterers

Displays the caterers already booked for this meeting. Use the left-pointing arrow to remove a caterer from the list. Booking a caterer disables the **Cost Code** option and prevents you assigning more than one cost code to a meeting room.

MENU SELECTION

The **Menu Selection** tab displays a list of all caterers selected for the meeting room, the full menu of items per caterer. All delivery and collection times are configurable.

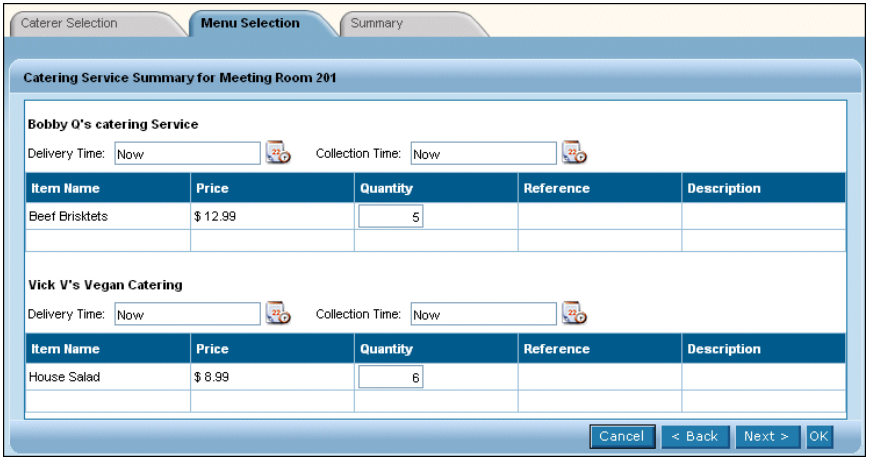


Figure 11-12 *Menu Selection Tab*

SUMMARY

The **Summary** tab enables you to review the caterers and items ordered for this meeting room.

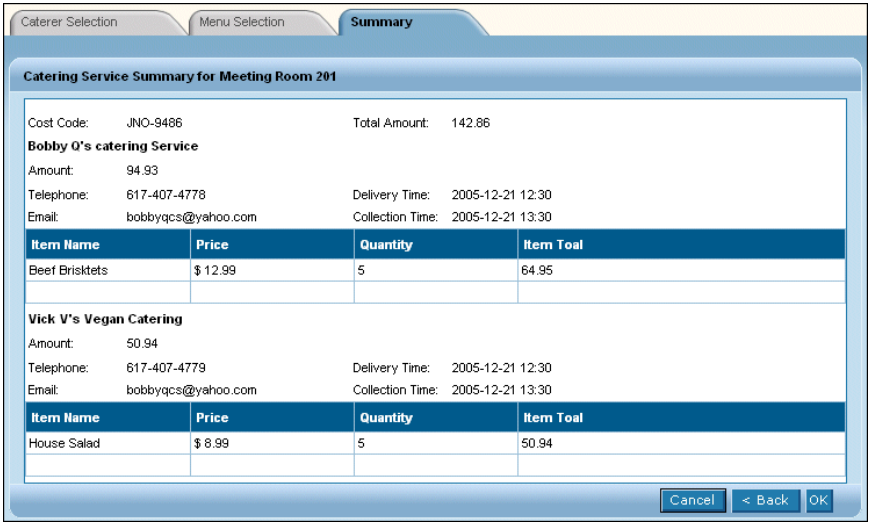


Figure 11-13 *Summary Tab*

SCHEDULING CATERING FOR ANY MEETING WITH MORE THAN ONE MEETING ROOM

Click the **Catering Service** button. The **Meeting Room Caterers** screen displays.

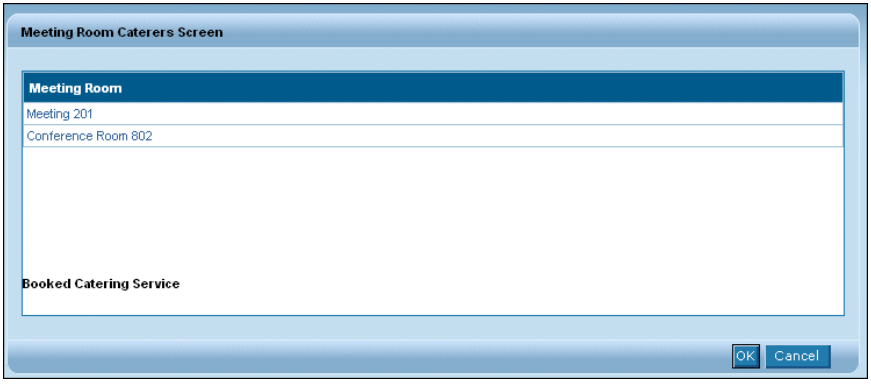


Figure 11-14 *Meeting Room Caterers Screen*

The **Meeting Room Caterers** screen displays a list of all the meeting rooms used in your meeting. Click the required meeting room to display the **Caterer Selection** tab and see Scheduling catering for any meeting with one meeting room only on page 171 for more information.

Modifying a Terminal Number

Click an IP/ISDN number to modify a participant terminal number for this meeting only. The **Select Terminal** dialog box displays.

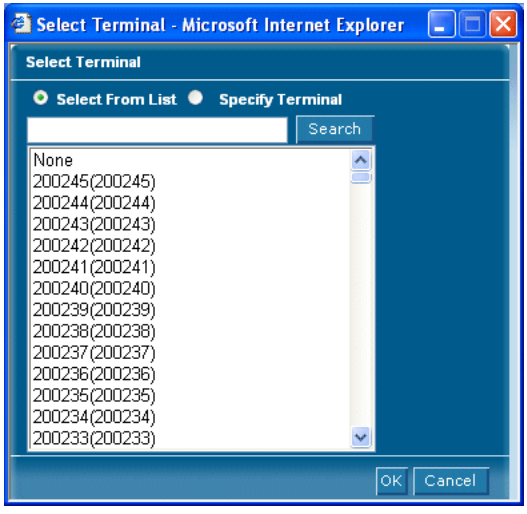


Figure 11-15 *Select Terminal Dialog Box*

Select a terminal from your organization, or add an external number. To add an external number, select **Specify Terminal**, type the required terminal name and click **OK**.

Attendees Settings Tab (Non Video Conference)

In the **Meeting Scheduling** section, click the **Attendees Settings** tab. For non-video meetings, the following options are available:

Attendee

Displays the names of all attendees.

Meeting Room

Displays the meeting room currently assigned to each attendee.

Host

Select a host for this meeting. The term “host” refers to the party requesting the meeting. Hosts are also frequently the party to whom the cost of the meeting will be billed.

Organizer

Indicates the organizer of the current meeting.

ATTENDEE AVAILABILITY TAB

After you have added all the required attendees to the **Selected Participants** list in the **Invite** tab, click the **Attendee Availability** tab.

The **Attendee Availability** tab displays availability for both attendees and meeting rooms. Attendees are indicated by “A” in the left column, rooms are indicated by “R”.

The **Attendee Availability** tab displays a four-week time period starting from the week of the scheduled meeting, and continuing for the next three weeks.

.

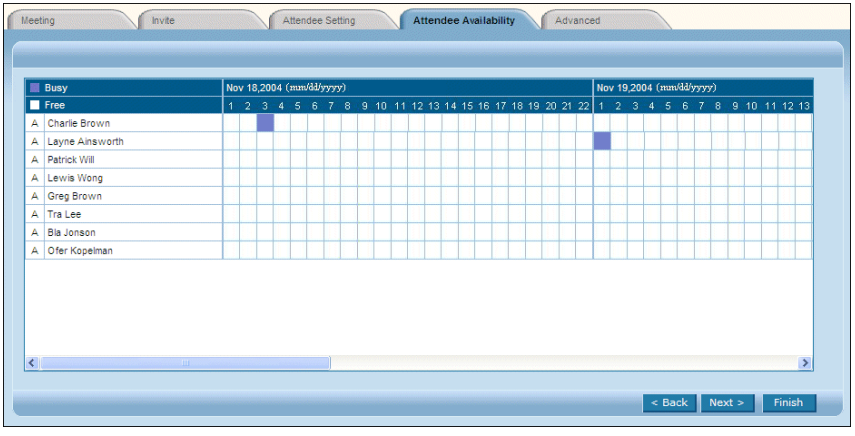


Figure 11-16 *Meeting Scheduling: Attendee Availability Tab*

ADVANCED TAB

In the **Meeting Scheduling** section, click the **Advanced** tab to display advanced meeting template configuration options. The **Advanced** tab enables you to reserve additional resources for planned future meeting participants (either on IP or ISDN networks), to customize the meeting termination method, to select how the VMS determines resource availability, and to configure other advanced meeting settings.

Note Administrators can set a default value for all of these settings in the **Default Meeting Settings** tab in the **Organization Settings** section.

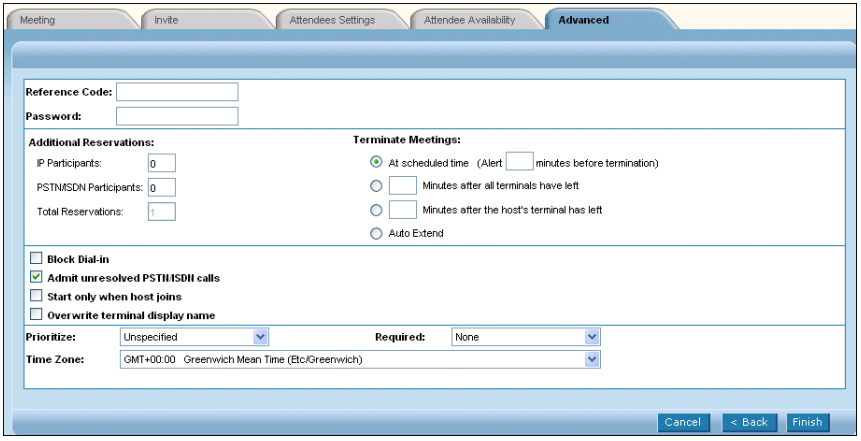


Figure 11-17 *Meeting Scheduling: Advanced Tab*

Reference Code

Type a reference code for the specified meeting. Used to identify the meeting for billing purposes.

Password

Type a password to make this meeting password-protected. The access password is required for all dial-in attendees.

Additional Reservations

Determine how many additional IP and ISDN participant reservations should be made by default when scheduling a meeting. Type the required values in the **IP Participants**, **PSTN/ISDN Participants** and **Total Reservations** fields.

Note Even if you have not specified additional participants here, additional attendees may be able to join a meeting that is already in progress based on resource availability.

Terminate Meetings

Select which parameters will be used to decide when a meeting should be terminated.

Note When the VMS is configured to send an alert before the end of a meeting, users of Sony PCS endpoints can automatically extend the meeting. When the alert reaches the Sony endpoint, the user can press the **Help** button on the Sony PCS terminal remote control for 5 seconds to extend the meeting by the length of time configured in the **Meeting Auto Extend Length** field of the VMS Configuration Tool. The default value is 10 minutes.

- **At scheduled time (alert *n* minutes before termination)**—The meeting will terminate at the time defined in the meeting scheduling process. Type the number of minutes' warning a terminal should receive by default before the meeting is terminated.
- ***n* minutes after all terminals have left**—The meeting will terminate after the length of time configured here has passed since all terminals have left the meeting.
- ***n* minutes after the host's terminal has left**—The meeting will terminate after the length of time configured here has passed since the host terminal has left the meeting, even if other terminals are still in the meeting.

  The term "host" refers to the party requesting the meeting. Hosts are also frequently the party to whom the cost of the meeting will be billed.

- **Auto Extend**—The meeting will continue until terminated manually from the in-meeting control panel (see In-meeting Control on page 214), or until all terminals have left the session.

Block Dial-in

Check to prevent dial-in terminals that are not scheduled for this meeting from connecting to the meeting.

Admit unresolved PSTN/ISDN calls

When checked, enables PSTN/ISDN terminals for which source information is not available to dial into a VMS-scheduled meeting. Unresolved terminals are allowed into the meeting if there are resources available (if extra PSTN/ISDN ports have been reserved or if an ISDN terminal has been deleted from the ongoing meeting).

When unchecked, unresolved PSTN/ISDN terminals will be rejected during authorization for dial-in calls.

Checked by default.

Start only when host joins

Check to prevent a meeting starting until the host has joined.

Overwrite terminal display name

Check to override the terminal display name. When checked, the terminal name overwrites the H.323 station name displayed as a text overlay in the video image. The terminal name appears in both the VMS and Outlook displays. Unchecked by default.

The setting for the **Overwrite terminal display name** option is retrieved from the **Overwrite Terminal Display Name** option in the **Default Meeting Settings** tab of the **Organization Settings** section.

Note The **Overwrite terminal display name** feature is supported by RADVISION MCU 3.6 and later only.

Prioritize

Determines which value should be selected by default when meetings are scheduled and/or meeting templates are created.

- **Bandwidth** causes the VMS to allocate resources to conserve bandwidth. In some cases, this may cause a meeting to be cascaded to conserve bandwidth, even though a single MCU is available which can host the meeting.
- **Delay** causes the VMS to allocate resources to ensure the best quality meeting.

Required

Select the resources that are required by default to confirm this meeting. For example, if you select **All Rooms**, the VMS will not allow a meeting to be scheduled unless all rooms are available at that time. When **None** is selected, the VMS confirms the network resources and advises the VMS of any conflicts among attendees, rooms or terminals.

Time Zone

Select the required time zone for this meeting.

Note The **Time Zone** option setting applies to the specified meeting only and does not change your user profile.

Finish

Click to upload the meeting details. If you have not selected a meeting from the drop-down list in the **Meeting** tab, the **Meeting confirmation** dialog box displays.

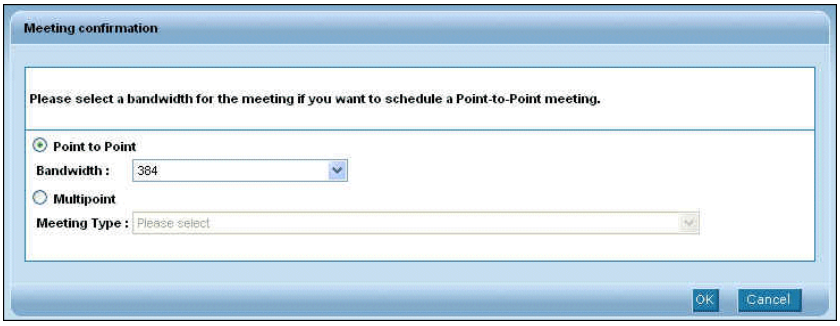


Figure 11-18 *Meeting Confirmation Dialog Box*

Select the kind of meeting that you require—point-to-point or multipoint.

- If you require a point-to-point meeting, you must also select a bandwidth for the meeting.
- If you require a multipoint meeting, you must select one of the predefined meeting types from the drop-down list.

Click **OK** to complete the meeting configuration.

ADVANCED TAB (NON VIDEO CONFERENCE)

In the **Meeting Scheduling** section, click the **Advanced** tab. For non-video meetings, the following options are available:

Required

Select the resources that are required by default to confirm this meeting. For example, if you select **All Rooms**, the VMS will not allow a meeting to be scheduled unless all rooms are available at that time. When **None** is selected, the VMS confirms the network resources and advises the VMS of any conflicts among attendees, rooms or terminals.

Time Zone

Select the required time zone for this meeting.

Note The **Time Zone** option setting applies to the specified meeting only and does not change your user profile.

Finish

Click to upload the meeting details. If you have not selected a meeting from the drop-down list in the **Meeting** tab, the **Meeting confirmation** dialog box displays.

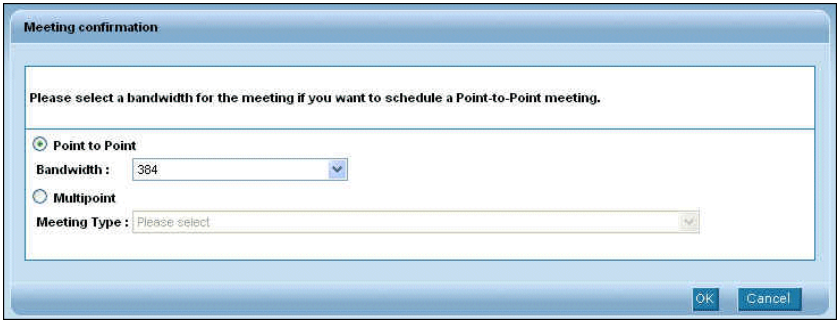


Figure 11-19 *Meeting Confirmation Dialog Box*

Select the kind of meeting that you require—point-to-point or multipoint.

- If you require a point-to-point meeting, you must also select a bandwidth for the meeting.
- If you require a multipoint meeting, you must select one of the predefined meeting types from the drop-down list.

Click **OK** to complete the meeting configuration.

12

USER MANAGEMENT

WHO SHOULD READ THIS CHAPTER

This chapter is relevant to

- VMS Pro Organization Administrators
- VMS Organization Administrators

BASICS

The **User Management** section contains the following tabs:

- Users Tab
- Groups Tab

Note Before configuring users, set default values for users in the **Default User Settings** tab of the **Organization Settings** section. RADVISION recommends that you make all meeting types available to new users for meeting scheduling.

Note During the organization account creation process, the VMS registers only the first user (the technical contact), who is generally the administrator who performed the installation. The technical contact is automatically assigned the Organization Administrator user type, allowing the technical contact to log in and provision the rest of the users. You cannot delete the technical contact via the VMS, and you should not delete the technical contact from the directory server.

USERS TAB

In the **User Management** section, click the **Users** tab. The **Users** table displays. When you log into the VMS for the first time, you will be the only user listed in the table because you are the only user provisioned during installation. You are automatically assigned the Organization Administrator user type which allows you to provision other users and devices.

When using a directory server to provision the VMS user database for the first time, click **Update** to import users according to the parameters entered when you installed the VMS.

Note The **Users** table may be empty until you click **Update**.

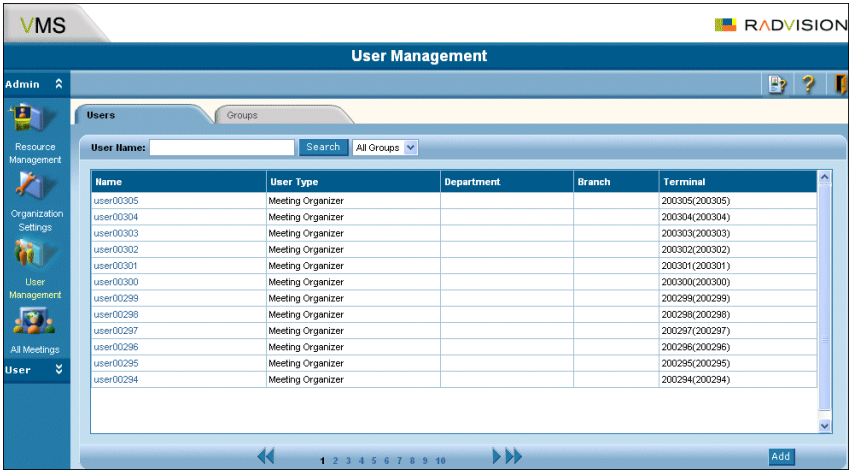


Figure 12-1 *User Management: Users Tab*

SEARCHING FOR A USER

User Name

Type the full or partial first or last name of the user for which you are searching.

Search

Select the group from the drop-down list in which you want to perform the search. If only the group is selected with no user name, all users within that group will be displayed after clicking **Search**.

Viewing User Information

Name

Displays the name of the user.

User Type

Displays the user type.

Department

Displays the department of the user within the organization.

Branch

Displays the office location of the user.

Terminal

Displays the default terminal associated with the user.

Add/Update

If you are using your organization directory server to provision users, an **Update** button will display at the bottom of the page instead of an **Add** button.

Managing Users via a Directory Server

When utilizing your corporate directory server, click **Update** to add or delete users according to the latest directory server changes. Any new users added will have only the information available from the directory server listed. They are assigned a user type based on the settings in the configuration file for the specified directory server. For information on defining user types for users defined in an external directory server and then imported to the VMS, see Mapping External LDAP Users to VMS User Types on page 398.

If no role is specified in the directory server configuration file, users added from a directory server are assigned a user type according to your selection in the **Default User Settings** tab of the **Organization Settings** section. The default setting is **Meeting Organizer**.

Note The **User Type** settings configured in the **Default User Settings** tab of the **Organization Settings** section do not apply to users retrieved from an external directory server.

Warning Problems may occur in meeting scheduling and creation if users are deleted from the directory server without executing an update in the VMS. For this reason, it is important to update the VMS whenever users are deleted from the directory server currently in use.

Note When retrieving user information from directory server databases, the VMS performs the importing process in the background, enabling administrators to continue working with the system.

Once the user database is created, users will log in to the VMS with their directory server login ID and password.

Note When using iPlanet or Sun ONE Directory Server to provision the VMS, it is possible that identical user login IDs may exist in different organization units (ou). When this is the case, search base information must be provided as part of the login. For example, “uid=dsmith,ou=groups” or “uid=dsmith,ou=people”.

ADDING A USER PROFILE

Click **Add**. The **User Profile** dialog box displays.

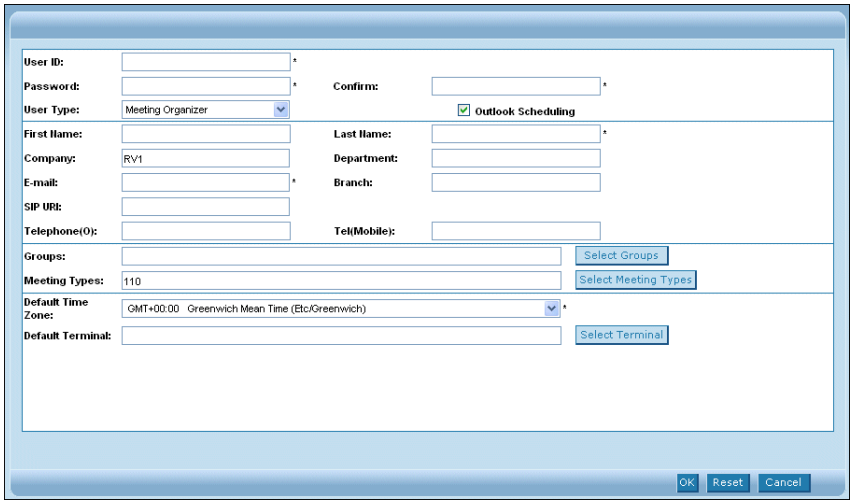


Figure 12-2 *User Profile Dialog Box*

User ID

Type a login ID according to organization protocol.

Password

Type a password for the user.

Confirm

Confirm the user password.

User Type

Set default privileges for all new users. User types include:

- **Organization Administrator**—Can check schedules, receive and respond to meeting notices, modify profiles, monitor all meetings within the organization, and manage all resources and users.
- **Meeting Operator**—Can check schedules, receive and respond to meeting notices, modify profiles, monitor all meetings within the organization, schedule meetings, and modify and delete meetings scheduled by other organization users.
- **Meeting Organizer**—Can check schedules, receive and respond to meeting notices, modify profiles, schedule meetings, and modify and delete meetings scheduled by him/herself.
- **Regular User**—Can check schedules, receive and respond to meeting notices, and modify his/her own profile.

Note All user settings can be modified by any Organization Administrator in the **User Profile** dialog box if the VMS database is used for user storage. When synchronized with the directory server, only the settings stored in the VMS can be modified. Password, e-mail, telephone and time zone settings may be changed by users in the **My Profile** section unless those settings are stored in the directory server.

Outlook Scheduling

Check to define a user as an Outlook user, and to indicate that the user can schedule meetings via the VMS Outlook Client.

Note VMS Light does not support Outlook scheduling.

First Name

Type the first name of the user

Last Name

Type the family name of the user.

Company

Type the name of the company in which the user works.

Department

Type the name of the department in which the user works.

E-mail

Type the e-mail address that this user will use to receive meeting announcements.

Branch

Type the name of the branch in which the user works.

SIP URI

Type the SIP URI for this user.

Telephone(O)

Type the telephone number for this user

Telephone(Mobile)

Type the mobile telephone number for this user.

Groups

Displays the groups to which this user belongs.

Select Groups

Click to view and select existing groups. You can also add users to groups. For more information about groups, see Groups Tab on page 191.

Meeting Types

Displays the meeting type scheduled for the meeting.

Select Meeting Types

Click to view available meeting types and to provide access for this user to the specified meeting types.

Default Time Zone

Select the correct time zone for this user. The **All Meeting** and **My Meetings** sections list local meeting times for each user.

Default Terminal

Displays the default terminal associated with this user.

Select Terminal

Click to view and select currently available terminals. You can also add users to terminals. For more information about terminals, see Terminals Tab on page 135.

OK

Click to save the specified user profile and to send notification to the user e-mail address of the new VMS account.

Reset

Click to reset the form.

Cancel

Click to exit this screen without creating a new user.

Modifying/Deleting a User Profile

In the **Name** column of the **Users** tab, click the entry you wish to modify. The **User Profile** dialog box displays.

To modify a user profile

- In the **User Profile** dialog box, modify the relevant details and then click **OK**.

Note An Organization Administrator who changes the user ID and/or password must end the current VMS session by clicking the **Log Out** icon at the top of the screen, rather than by simply closing the browser window. The old user ID and/or password will still be valid in the system until the current session is terminated by logging out.

To delete a user profile

- In the **User Profile** dialog box, click **Delete**.
  This action will be disabled if you are provisioning users by directory server.

Note You cannot delete a user participating in an in-session meeting until the user has left the meeting. The last user with Organization Administrator privileges may not be deleted.

GROUPS TAB

In the **User Management** section, click the **Groups** tab.

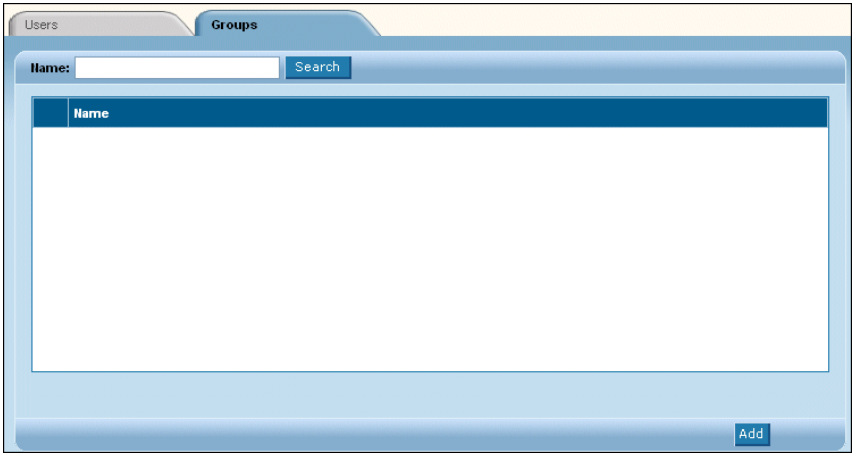


Figure 12-3 *User Management: Groups Tab*

SEARCHING FOR A GROUP

Name

Type the full or partial name of the group for which you are searching.

Search

Click to perform a group search.

ADDING A GROUP

Click **Add**. The **Add Group** dialog box displays.

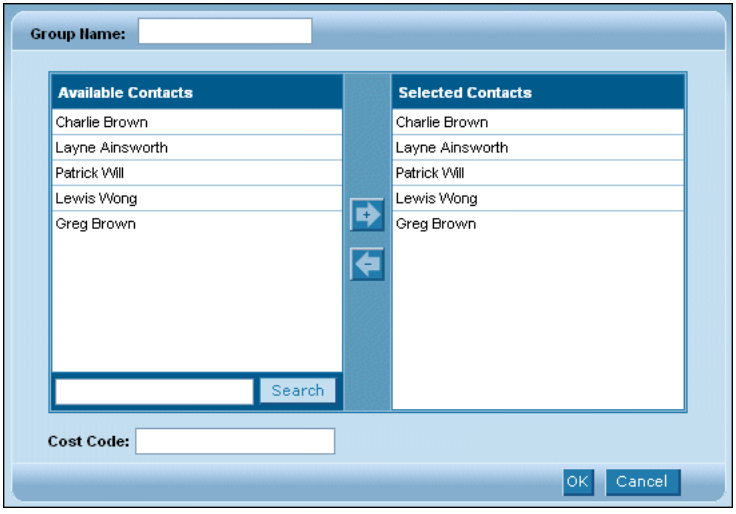


Figure 12-4 *Add Group Dialog Box*

Group Name

Type the name of the group. Select users and click the arrow pointing right to include these users in the group, then click **OK**.

Select users and click the "+" button to include these users in the group, then click **OK**.

Cost Code

Type the cost code assigned to this group. The cost code must be a maximum of 20 characters long. This field is disabled if the **Enable Cost Code** option in the **Default User Settings** tab of the **Organization Settings** section is unchecked.

Note Each group has only one cost code. However you may assign more than one cost code to an individual user since users may belong to multiple groups.

MODIFYING/DELETING GROUPS

In the **Group Name** column of the **Groups** tab, click the entry you wish to modify. The **Modify Group** dialog box displays.

To modify a group

- In the **Modify Group** dialog box, modify which users are included in the specified group, then click **OK**.

To delete a group

- In the **Group Name** column of the **Groups** tab, select the checkbox next to the entry you wish to delete, then click **Delete**.

13

MEETING TEMPLATES

WHO SHOULD READ THIS CHAPTER

This chapter is relevant to

- VMS Pro Organization Administrators
- VMS Organization Administrators
- VMS Organization Meeting Operators
- VMS Organization Meeting Organizers

BASICS

Meeting templates allow you to pre-set services and attendees for meetings which occur frequently. When a meeting template is selected during the scheduling process, settings configured in the meeting template will be filled in automatically. The only information the organizer needs to provide is the meeting subject, time and date. All settings may still be modified during the scheduling process when using a meeting template.

Note The meaning of the terms “service” and “meeting type” in the context of the VMS are identical.

Click the **Meeting Templates** section to display the **Meeting Templates** table.

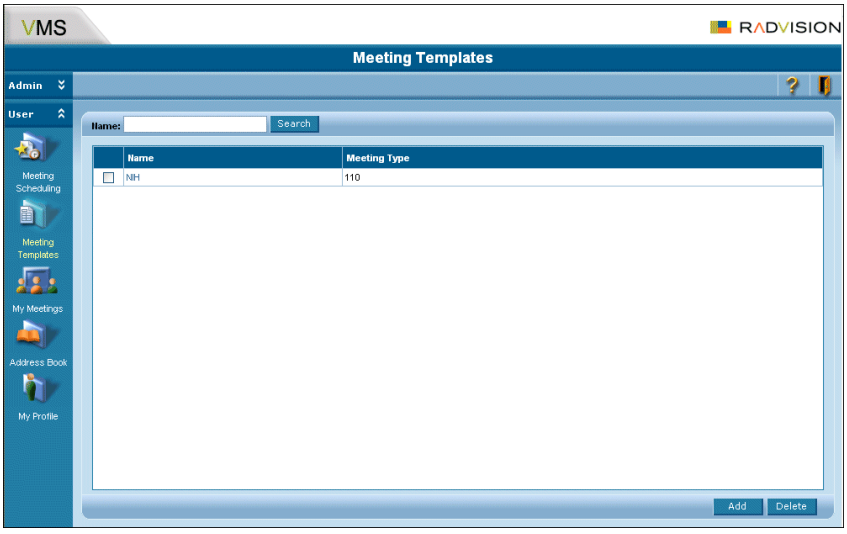


Figure 13-1 *Meeting Templates*

Name

Displays the name of the meeting template.

Meeting Type

Displays the meeting types configured in this template for an audio/video meeting.

Searching for a Meeting Template

Name

Type the full or partial name of the meeting template for which you are searching.

Search

Click to perform a template search.

Adding a Meeting Template

Add

Click to add a new meeting template. For more information, see Creating a Meeting Template on page 197.

Modifying/Deleting a Meeting Template

In the **Name** column of the **Meeting Templates** section, click the entry you wish to modify. The **Meeting Templates** dialog box displays.

To modify a meeting template

1. In the **Name** column of the **Meeting Templates** section, click the entry you wish to modify. The **Meeting Templates** dialog box displays.
2. Modify the relevant settings, then click **Finish**.

To delete a meeting template

- In the **Name** column of the **Meeting Templates** section, select the checkbox next to the entry you wish to delete, then click **Delete**.

Creating a Meeting Template

Click **Add**. The **Meeting Templates** dialog box displays. The **Meeting Templates** dialog box contains the following tabs:

- Meeting Tab
- Invite Tab
- Attendees Settings Tab
- Advanced Tab

Meeting Tab

Click the **Meeting** tab. The **Meeting** table displays.

Figure 13-2 *Meeting Templates: Meeting Tab*

Name

Type a name for this meeting.

Subject

Type the meeting topic or title. This will appear in all notifications.

Bill To

Select **Host**, **All Participants** or **Organizer**. If the Host and Organizer are the same person, the **Organizer** option does not display.

Note An option selected in the **Bill To** field becomes the default setting in the **Meeting Templates** and **Meeting Scheduling** sections. RADVISION recommends that you set the default setting in the **Default Meeting Settings** tab in the **Organization Settings** section. For more information, see Default Meeting Settings Tab on page 148.

Meeting Type

Select a meeting type from the drop-down list.

Note When there are only embedded MCUs in the system, the only meeting types available are built-in **Continuous Presence** and **Voice Activated** options. For more information, see Active Meeting Types Tab on page 90.

Description

Type agenda items or a meeting description that will appear in all notifications.

INVITE TAB

Click the **Invite** tab.The **Invite** table displays.

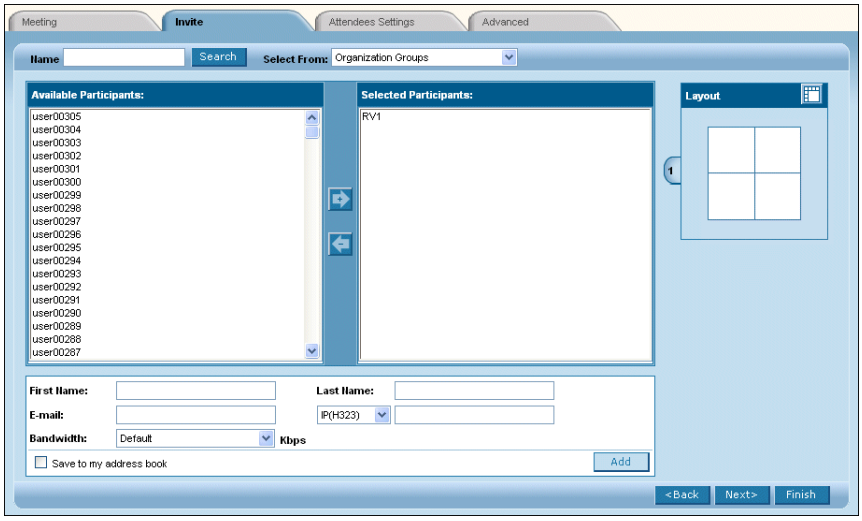


Figure 13-3 *Meeting Templates: Invite Tab*

Name

Type the full or partial name of the attendee for which you are searching, then click **Search**.

Select From

Select a group from the drop-down list from which to choose attendees, or select **All Groups** for a complete list of users belonging to this organization. Select required users and click the "+" button to add these users to the list of invited participants.

Available Participants

Displays all the participants that are available for a meeting.

Selected Participants

Displays all the participants that you have selected to be invited to a meeting.

Layout

Click the icon to change the current layout display. The **Select Layout** dialog box displays the available layouts, depending on which service is selected for this meeting. Select the required layout. The **Invite** tab updates immediately.

Change Layout

Drag and drop the icon into the required position in the video layout, as shown at Figure 13-4. When you release the icon after positioning, the terminal name displays in the video layout position, as shown at Figure 13-5. Upon joining a meeting, the participant views the video from the configured position.

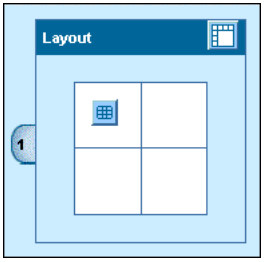


Figure 13-4 *Icon Positioned in Video Layout Display*

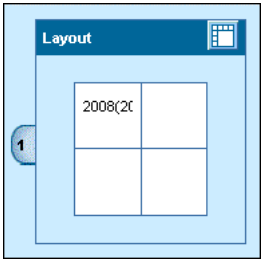


Figure 13-5 *Icon Released in Video Layout Display*

First Name

Type the first name of the participant you wish to invite to the meeting.

Last Name

Type the last name of the participant you wish to invite to the meeting.

E-mail

Type the e-mail address of the participant you wish to invite to the meeting.

Terminal Type

Select whether your terminal is a PSTN or Mobile terminal, an IP (SIP) terminal or an IP (H.323) terminal.

Bandwidth

Select the required bandwidth rate from the drop-down list.

Save to my address book

Check to save the specified participant to the **Address Book** section. For more information, see the Address Book chapter.

Add

Click to add the specified participant to the meeting.

ATTENDEES SETTINGS TAB

Click the **Attendees Settings** tab. The **Attendees Settings** table displays.

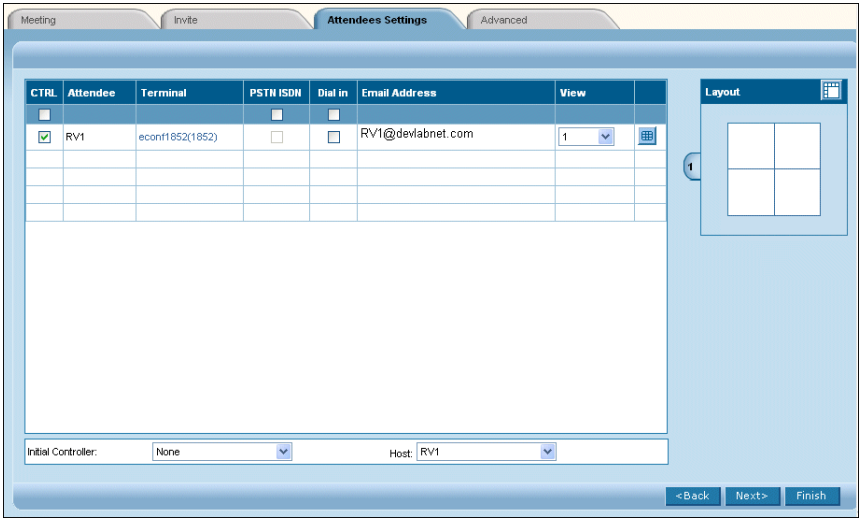


Figure 13-6 *Meeting Templates: Attendees Settings Tab*

CTRL

Check to grant the specified attendee meeting control privileges. Select the top checkbox to grant all attendees control privileges. If no attendees are granted control privileges, the Administrator and the Meeting Operator may perform in-meeting control.

Attendee

Displays the names of all attendees.

Terminal

Displays the user default terminal. If a user does not have a default terminal assigned, the word **Select** displays. Click to assign a terminal or to change an existing terminal assignment for this meeting only. The **Select Terminal** dialog box displays. For more information, see Modifying a Terminal Number on page 175.

PSTN ISDN

Check if a Dual IP/ISDN terminal is to be used as an ISDN connection for this meeting. Enabled only when the specified terminal is defined as a Dual IP/ISDN terminal.

Dial in

Specify which terminals can dial in to the meeting.

Meeting Room

If your terminal is a mobile unit, its location may change. To change location for this meeting only, select a different meeting room for this terminal from the drop-down list.

E-mail Address

Displays the attendee e-mail address.

View

Select from up to four available layouts for each participant, depending on which service is selected for this meeting.

Layout

Click the icon to change the current layout display. The **Select Layout** dialog box displays the available layouts, depending on which service is selected for this meeting. Select the required layout. The **Attendees Settings** tab updates immediately.

Change Layout

Drag and drop the icon into the required position in the video layout, as shown at Figure 13-4 on page 200. When you release the icon after positioning, the terminal name displays in the video layout position, as shown at Figure 13-5 on page 200. Upon joining a meeting, the participant views the video from the configured position.

Initial Controller

Select an initial controller for this meeting from the drop-down list.

Host

Select a host for this meeting. The term “host” refers to the party requesting the meeting. Hosts are also frequently the party to whom the cost of the meeting will be billed.

ADVANCED TAB

Click the **Advanced** tab to display advanced meeting template configuration options.

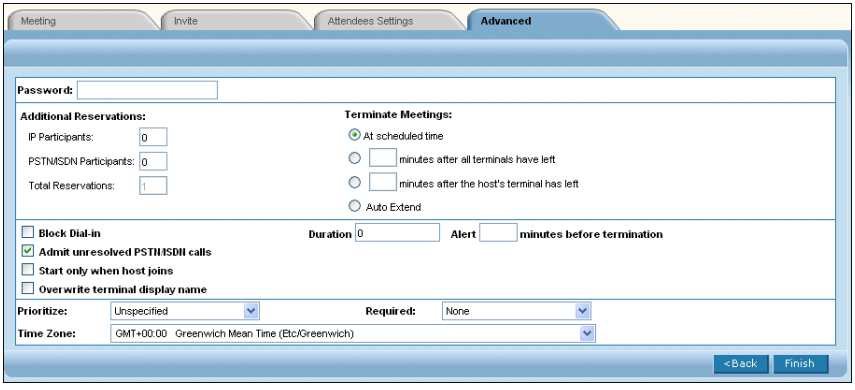


Figure 13-7 *Meeting Templates: Advanced Tab*

Password

Type a password to make this meeting password-protected. The access password is required for all dial-in attendees.

Additional Reservations

Determine how many additional IP and ISDN participant reservations should be made by default when scheduling a meeting. Type the required values in the **IP Participants**, **PSTN/ISDN Participants** and **Total Reservations** fields.

Terminate Meetings

Select which parameters will be used to decide when a meeting should be terminated:

- **At scheduled time**—The meeting will terminate at the time defined in the meeting scheduling process.
- ***n* minutes after all terminals have left**—The meeting will terminate after the length of time configured here has passed since all terminals have left the meeting.
- ***n* minutes after the host's terminal has left**—The meeting will terminate after the length of time configured here has passed since the host terminal has left the meeting, even if other terminals are still in the meeting.

  The term “host” refers to the party requesting the meeting. Hosts are also frequently the party to whom the cost of the meeting will be billed.
- **Auto Extend**—The meeting will continue until terminated manually from the in-meeting control panel (see In-meeting Control on page 214), or until all terminals have left the session.

Block Dial-in

Check to prevent dial-in terminals from connecting to a meeting scheduled by the VMS by default.

Duration

Type a default meeting duration (in minutes).

Alert *n* minutes before terminate

Type the number of minutes’ warning a terminal should receive by default before a meeting is terminated.

Admit unresolved PSTN/ISDN calls

When checked, enables PSTN/ISDN terminals for which source information is not available to dial into a VMS-scheduled meeting. Unresolved terminals are allowed into the meeting if there are resources available (if extra PSTN/ISDN ports have been reserved or if an ISDN terminal has been deleted from the ongoing meeting).

When unchecked, unresolved PSTN/ISDN terminals will be rejected during authorization for dial-in calls.

Checked by default.

Start only when host joins

Check to prevent a meeting starting until the host has joined.

Overwrite terminal display name

Check to override the terminal display name. When checked, the terminal name overwrites the H.323 station name displayed as text overlay in the video image. The terminal name appears in both the VMS and Outlook displays. Unchecked by default.

Note The **Overwrite terminal display name** feature is supported by RADVISION MCU 3.6 and later only.

Prioritize

Determines which value should be selected by default when meeting are scheduled and/or meeting templates are created.

- **Bandwidth** causes the VMS to allocate resources to conserve bandwidth. In some cases, this may cause a meeting to be cascaded to conserve bandwidth, even though a single MCU is available which can host the meeting.
- **Delay** causes the VMS to allocate resources to ensure the best quality meeting.

Required

Select the resources that are required by default to confirm this meeting. For example, if you select **All Rooms**, the VMS will not allow a meeting to be scheduled unless all rooms are available at that time. When **None** is selected, the VMS confirms the network resources and advises the VMS of any conflicts among attendees, rooms or terminals.

Time Zone

Select the required time zone for this meeting.

Note The **Time Zone** option setting applies to the specified meeting only and does not change your user profile.

14

ALL MEETINGS

WHO SHOULD READ THIS CHAPTER

This chapter is relevant to

- VMS Pro Organization Administrators
- VMS Organization Administrators
- VMS Organization Meeting Operators

BASICS

The **All Meetings** section lists all video meetings currently in progress for the entire organization.

The **All Meetings** section contains the following tabs:

- Current Tab
- In-meeting Control
- Upcoming Tab
- History Tab

CURRENT TAB

In the **All Meetings** section, click the **Current** tab. The **Current** tab lists all video meetings currently in progress for the specified user or organization.

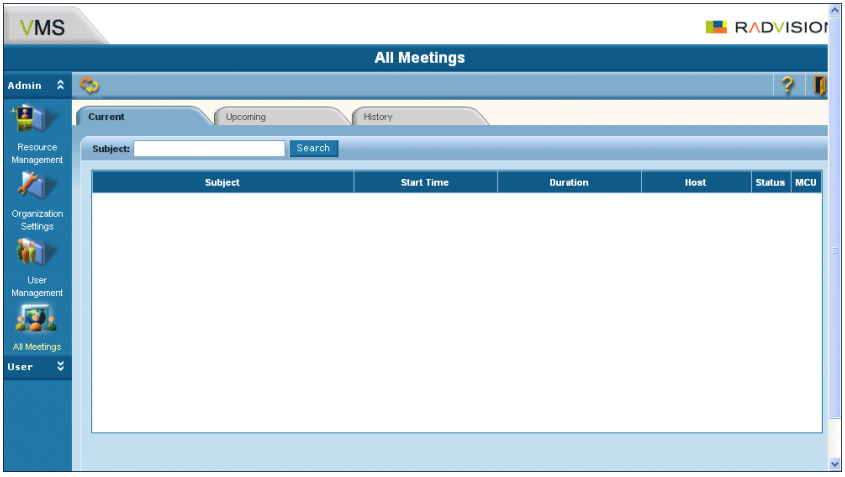


Figure 14-1 *All Meetings: Current Tab*

REFRESHING THE PAGE VIEW

Click the **Refresh** icon to update the page view. This page automatically refreshes if new meetings are scheduled.

SEARCHING FOR A MEETING

Subject

Type the subject, or partial subject, of the meeting for which you are searching.

Search

Click to perform a meeting search.

VIEWING MEETING INFORMATION

Subject

Displays the meeting subject. Click to sort by subject. Click the meeting subject to view in-meeting controls for this meeting. For more information on in-meeting control, see In-meeting Control on page 214.

Note If the first status indicator in the **Status** column is red, indicating that the meeting was not created successfully, a warning message will display. When you click **OK**, the VMS will display meeting details. To cancel a meeting, click **Delete**.

Start Time

Displays the date and time the meeting will start. Click to sort by start time.

Duration

Displays the meeting length in minutes. Click to sort by duration.

Host

Displays the name of the person who is specified as the host of the meeting. Click to sort by host.

Status

Displays three status indications representing, from left to right, **Creation Status**, **Participant Status** and **Termination Status**.

- **Creation Status**—Green if a meeting was created successfully; red if a meeting was not created successfully.

  If red, click to view the error message, and click **Retry** to resend meeting information to the MCU.

- **Participant Status**—Empty if there is a problem with meeting creation; green if all participants are successfully connected to the meeting; red if a participating terminal has terminated abnormally.

Note Abnormal disconnections can be caused by network problems. Connections terminated from an endpoint or via any other controlling application also register in the VMS as abnormal disconnections. The **Participant Status** indication will not display red if a terminal has disconnected normally through the VMS in-meeting control interface (see In-meeting Control on page 214).

If red, click to view the error message. From this window, administrators can select the following options:

- **Control Panel** to access the in-meeting control interface.
- **Cancel** to return to the **Current** tab. For more information on taking control of an in-session meeting, see In-meeting Control on page 214.

- **Termination Status**—Empty if meetings are in progress; red if there is a termination error.

  If red, click to view the error message. From this window, administrators can select the following options:

  - **Retry** to resend the termination signal to the MCU. The **All Meetings** section will immediately refresh and display the updated status for the specified meeting.
  - **Remove** to clear the meeting from the **Current** tab and send it to the **History** tab.
  - **Cancel** to return to the **Current** tab without making any changes. The meeting will remain in the **Current** display area.

Table 14-1 displays the possible combinations of status indications.

Table 14-1 *Possible Status Indication Combinations*

Meeting Result	Creation Icon	Participant Icon	Termination Icon
Failed to create meeting successfully			
Created meeting successfully, in-session activity normal			
Created meeting successfully, abnormal in-session activity			
Meeting terminated abnormally			

MCU

Displays the name of the MCU to which an in-session meeting is registered (or the name of the master MCU if the meeting is cascaded).

IN-MEETING CONTROL

In-meeting control is accessible to Meeting Organizers, designated meeting controllers, Organization Administrators and VMS Pro Service Provider Administrators. To access in-meeting controls for any meeting (except meetings using the **Non Video Conference** meeting type), click the **Subject** of that meeting or click the link in the meeting e-mail notification.

In-meeting control contains the following sections:

- General Meeting Display and Control Area—Displays general meeting information and controls.
- Control Panel Tabs—Display a list of terminals involved in a meeting and general status information.
- Video Layout and Display Area—Displays current video layout, and allows a meeting controller to adjust video- and display-related settings while a meeting is in progress.

Note When accessing the in-meeting control panel, controllers must first click the **Take Control** button (see Take/Release Control on page 216) to enable control panel functionality. Only one person may have control at any given time during the meeting.

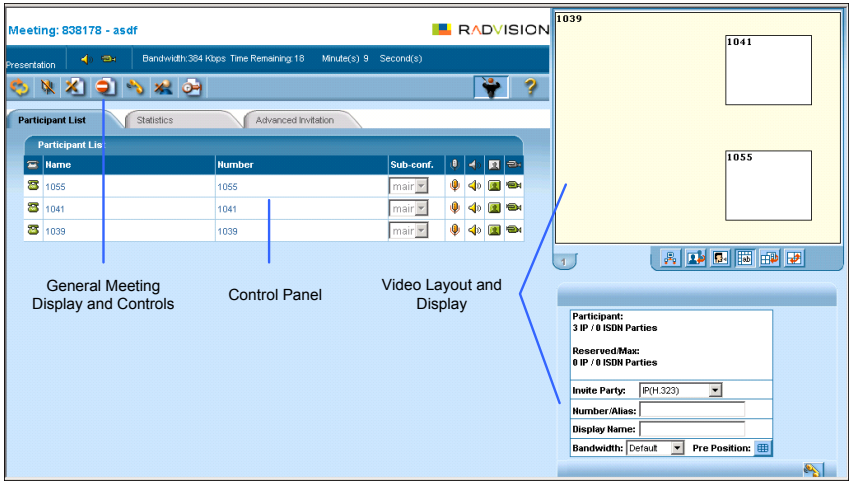


Figure 14-2 *In-meeting Control*

General Meeting Display and Control Area

The **General Meeting Display and Control** area allows meeting attendees, controllers and administrators to view basic information about the meeting. They can also take control of an in-progress meeting and perform basic meeting control actions.

Refresh

Click to refresh meeting status.

Join Data Collaboration

Click to join the data collaboration (unavailable when the **Start only when host joins** option is selected in the **Advanced** tab of the **Meeting Scheduling** section).

Mute/Enable All

Click to mute or enable the audio connection to the meeting of all participants in the meeting.

Terminate Meeting

Click to terminate the meeting.

Block Entry

Click to block a participant from entering a current meeting.

Reconnect All

Click to reconnect participant to a meeting.

Delete Participant

Delete to disconnect and remove the highlighted participant from the list.

Change Participant View

Click to change the view for the highlighted participant from the list. For more information, see Changing Participant View on page 216.

Sub-conference

Click to invite a sub-conference. For more information, see Changing a Sub-conference on page 217.

Extend Meeting Duration

Click to extend the meeting duration. For more information, see Extending Meeting Duration on page 217.

Accessories

Click to order accessories for the meeting room.

Start Meeting

Click to start the meeting.

Take/Release Control

Click to take or release control of the meeting (unavailable when the **Start only when host joins** option is selected in the **Default Meeting Settings** tab of the **Organization Settings** section).

Changing Participant View

Click the **Change Participant View** icon to display the **Change Participants View** dialog box. The **Change Participants View** dialog box enables you to change the meeting view while the meeting is in progress for a single participant selected in the **Participant List** or for all participants at the same time.

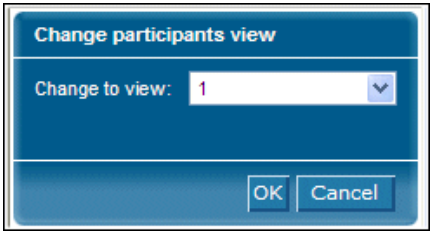


Figure 14-3 *Changing Participants View Dialog Box*

Changing a Sub-conference

Sub-conference

Click the **Sub-conference** icon to display the **Select sub-conference** dialog box. The drop-down list enables you to divert highlighted participants in the **Participants List** of the current meeting to attend a new or currently running private audio sub-conference. Sub-conference participants are hidden in the video layout.

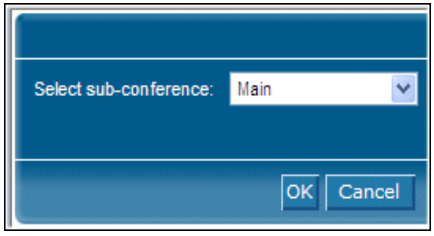


Figure 14-4 *Select Sub-conference Dialog Box*

Note Up to three sub-conferences can be supported per meeting according to the meeting type configuration.

Extending Meeting Duration

Click the **Extend Meeting Duration** icon to display the **Extend** dialog box. The **Extend** dialog box enables you to extend a meeting while the meeting is in progress.

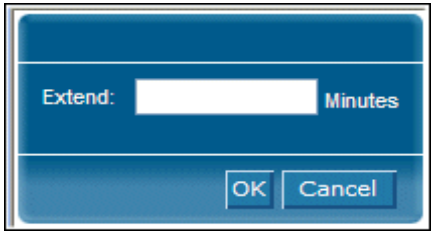


Figure 14-5 *Extend Dialog Box*

Control Panel Tabs

The **Control Panel** includes the following tabs:

- Participant List Tab—Enables you to view the list of participants in the meeting and the views available in the meeting.
- Statistics Tab—Available with chair control for viewing general statistics about meeting media traffic.
- Advanced Invitation Tab—Enables you to invite multiple participants to the meeting simultaneously.

Chair Control

Chair control of a meeting allows:

- Control of participant connections, media connections and additional information per participant.
- Management of the meeting video layouts and voice-activated video-switched positions.
- Drag and drop participant names from the **Participant List** into the preferred sub-frame of the meeting layout.

Participant List Tab

The **Participant List** tab enables you to view meeting participant details such as media connection types and view the layouts available in the meeting. You may also select to view participants as a list or according to cascaded connections.

Users with chair control can invite participants, modify participant media connections, manually reposition participant images in the layout, change the meeting view layouts and specify the position of the voice-activated image in the meeting view.

Chair controllers can also create sub-conferences and view extended participant details.

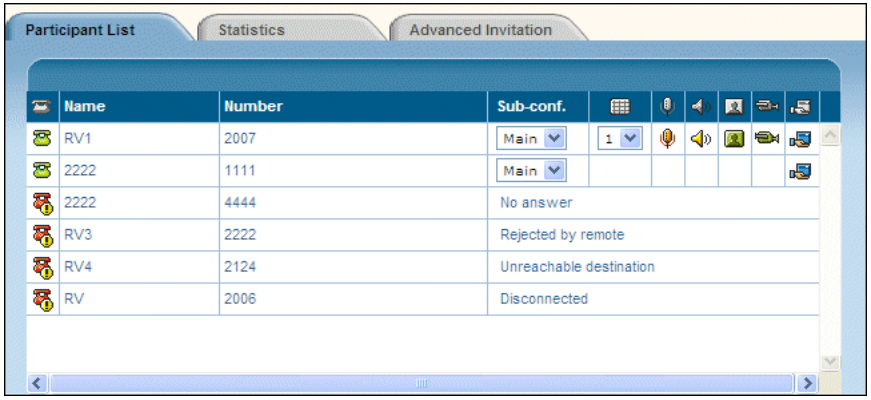


Figure 14-6 *In-meeting Control: Participant List Tab*

Status

Displays the connection status for each meeting participant.

Disconnected participants remain in the **Participant List** for the duration of the meeting enabling you to reconnect participants simply by clicking on the participant status icon.

- **Connected**
  Click to disconnect the participant.
- **Connecting**
  Click to connect the participant.
- **Disconnected**
  Endpoint offline.

Note Rearrange the list of participants according to status by clicking the icon in the title of the **Status** column.

Name

Displays the name of the meeting participant.

Number

Displays the endpoint number of the meeting participant.

Sub-conference

Displayed in the **Participants List** when sub-conferences are running in the meeting.

Displays a drop-down list from which to divert highlighted participants in the current meeting to a new or currently running private audio meeting.

Note Up to three sub-conferences can be created per meeting. Sub-conference participants will not be shown in the video layout.

Location in View

Indicates the meeting view displayed to the current participant.

When a meeting is configured with more than one view, you may modify the view for the participant by selecting from the available options in the drop-down list. Views which the participant endpoint is unable to support cannot be selected.

MEDIA TYPES

The media type icons indicate participant capabilities. The icons are enabled for users with administrator or chair control access for controlling the media type status for the selected participant.

Mic. Enabled

Select to mute or enable the voice of the selected participant.

Loudspeaker

Indicates that the meeting audio connection to the participant is enabled.

Camera Enabled

Select to block or unblock the video stream sent by the participant to the meeting. For example, when a participant video connection affects meeting processing and degrades performance, you can block the participant video until problems at the participant endpoint have been resolved.

Video Display

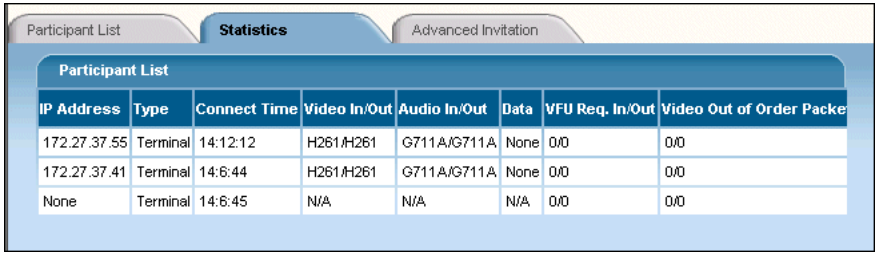
Indicates that the meeting video connection to the participant is enabled.

Data Collaboration

Indicates that the participant supports T.120 data sharing.

STATISTICS TAB

The **Statistics** tab provides a comprehensive set of statistical information about bandwidth usage and audio/video packet behavior. Statistics frequently update automatically and enable you to monitor meeting performance.



IP Address	Type	Connect Time	Video In/Out	Audio In/Out	Data	VFU Req. In/Out	Video Out of Order Packe
172.27.37.55	Terminal	14:12:12	H261/H261	G711A/G711A	None	0/0	0/0
172.27.37.41	Terminal	14:6:44	H261/H261	G711A/G711A	None	0/0	0/0
None	Terminal	14:6:45	N/A	N/A	N/A	0/0	0/0

Figure 14-7 *In-meeting Control: Statistics Tab*

Participant Extended Information

Select to include the following information:

- IP Address—Participant endpoint IP address.
- Type—Participant endpoint type.
- Description—Participant description.
- Connect Time—Time at which the participant connected to the meeting.
- Video In/Out—Video formats the participant is sending and receiving.
- Audio In/Out—Audio codecs the participants is sending and receiving.
- Data—Indicates whether the participant is participating in data sharing.

Video Statistics

Select to include the following information:

- Total BW In/Out—Total bandwidth sent and received by the participant.
- Data IP—IP address of the participant data sharing terminal.
- VFU Req. In/Out—Total number of video Fast Update requests sent and received by the participant.

- Video BW In/Out—Total video bandwidth sent and received by the participant.
- Video Packets In/Out—Total number of video packets sent and received by the participant.
- Video Bytes In/Out—Total number of bytes of video sent and received by the participant
- Video Out Addr.—IP address and port to which video is sent to the participant.
- Fps In/Out—Frame rate of video sent and received by the participant.
- Pic. size In/Out—Picture size of video sent and received by the participant.
- Video Jitter In: current/min/max—Accumulated video packets received from the participant. Includes the current value and average values for the minimum and maximum number of packets received from the participant.

Audio Statistics

Select to include the following information:

- Audio BW In/Out—Total audio bandwidth sent and received by the participant.
- Audio Intra Request Counter In/Out—Total Audio Fast Update requests sent and received by the participant.
- Audio Packets In/Out—Total number of audio packets sent and received by the participant.
- Audio Bytes In/Out—Total number of audio bytes sent and received by the participant.
- Audio Out addr.—IP address and port to which audio is sent to the participant.
- Audio Jitter Buffer In: current/min/max—Accumulated audio packets received from the participant. Includes the current value and average values for the minimum and maximum number of packets received from the participant.

Video Problems

Select to include the following information:

- Video Out of Order Packets—Total number of video packets sent to and received from the participant out of sequence.
- Video Lost Packet In/Out—Total number of lost video packets sent to and received from the participant.

Audio Problems

Select to include the following information:

- Audio Out of Order Packets—Total number of audio packets sent to and received from the participant out of sequence.
- Audio Lost Packet In/Out—Total number of lost audio packets sent to and received from the participant.

Advanced Invitation Tab

The **Advanced Invitation** tab enables you to invite multiple participants into a meeting at the same time. Each invite entry box may also contain multiple participant numbers using separators. This greatly extends the number of participants you can invite at the same time. You can also select a lower bandwidth rate with which to connect individual participants.

Advanced settings allow you to drag and drop participant images into preferred positions in the layout of each meeting view supported in the meeting, and to specify the layout which invited participants see when joining a meeting.

The following sub-tabs are available in the **Advanced Invitation** tab:

- User
- Terminal

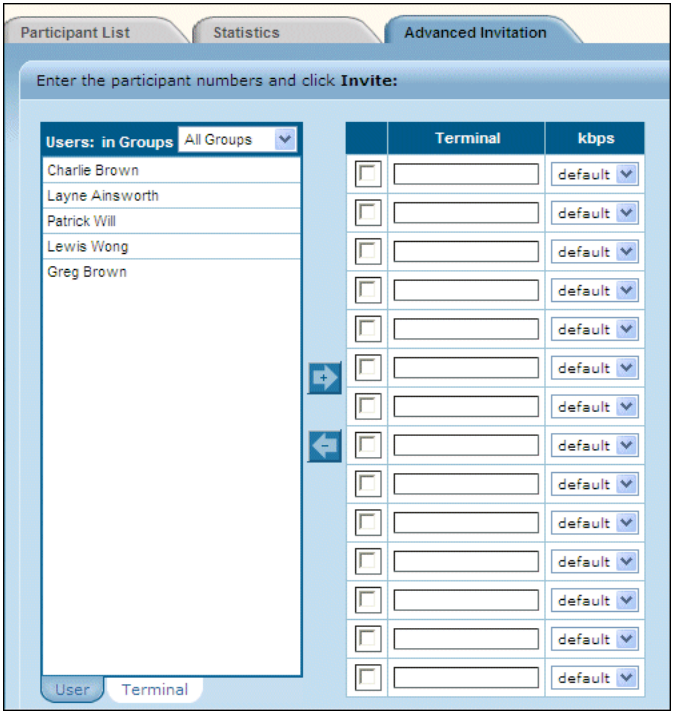


Figure 14-8 *In-meeting Control: Advanced Invitation Tab*

USER

The **User** sub-tab includes the following options:

Users: in Groups

Select required users and click the "+" button to include these users in the group, then click **OK**.

The **Users: in Groups** column displays all users for the specified organization. You can search for a specific group, or select required users from the list.

Kbps

Specifies the bit rate that is used when inviting a participant to a meeting.

Use the default setting for optimal bit rate performance.

Invite

Click to send the invitation.

Cancel

Click to cancel the invitation and return the display to the **Participant List** tab.

TERMINAL

The **Terminal** sub-tab includes the following options:

Terminal

Select required terminals and click the "+" button to include these terminals in the meeting, then click **OK**.

The **Terminal** column displays all terminals for the specified organization. You can search for a specific terminal, or select required terminals from the list.

Kbps

Specifies the bit rate that is used when inviting a participant to a meeting.

Use the default setting for optimal bit rate performance.

Invite

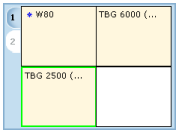
Click to send the invitation.

Lock Image

Select an option from the drop-down list next to each invitation number entry box to preset the position of the invited participant image in the video layout on entry into the meeting.

Drag and drop the icon into the preferred position **Layout Display Frame** displayed on the right of the **Advanced Invitation** tab.

Note You can specify a position for the participant image in all layouts currently supported in the meeting.



Layout Display Frame

Switch between meeting views currently supported by selecting **Change Layout**. Drag and drop the **Lock Image** icon into the layout display frame on the right of the tab into the location in which you wish to display the participant on entry into the meeting.

Cancel

Select to cancel the invitation and return the display to the **Participant List** tab.

VIDEO LAYOUT AND DISPLAY AREA

The **Video Layout and Display** area allows meeting controllers to spontaneously control and adjust all aspects of meeting video. When first accessed, this area displays the video layout as selected during scheduling. From this view, the Meeting Organizer can do the following:

- View which terminals are set for which video frames in Continuous Presence mode.
- View a list of scheduled attendees per terminal by placing the mouse over a video frame (frames set to auto-switch will not display names).
- Rearrange the video layout per terminal by clicking and dragging terminal names from the **Control Panel** terminal list to the desired frame.
- Set voice activated sub-frames.

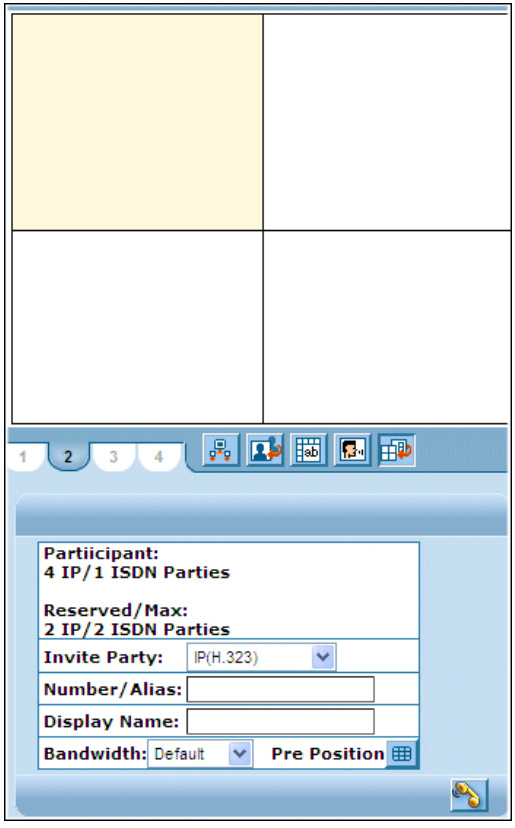


Figure 14-9 *In-meeting Control: Video Layout and Display Area*

Video Output Schemes

When enabled, displays up to four available video layouts. The VMS can produce up to four different video outputs per meeting to cater for participants with different video support capabilities or different viewing purposes.

Multiple meeting views are configured per service with settings that specify video layout, layout switching and participant image switching behavior, picture resolution, bandwidth settings, frame rate and video format.

Multiple meeting views enable the speaker in a lecture to view the participants while the audience views the speaker. In a meeting with varying connection speeds, participants with high video capabilities and participants with low video capabilities can take part at the same time without one affecting the experience of the other.

Note Available with MVP support only.

Output Scheme Settings

Click to display video output scheme settings. When enabled, the video scheme settings dialog box displays.

Auto-Switch Started

Click to enable auto-switching in which participant images in the video layout periodically change to allow the display of other meeting participants according to the interval set. Auto-switching mode displays all the participants of a large meeting in a Continuous Presence mode display in the video layout on a rotating basis. Participant images can be replaced at preset intervals either in batches or one by one in a queueing system.

Type the required auto-switching interval between 10 seconds and 30 minutes. Click to activate. The **Auto-switch interval** dialog box displays.

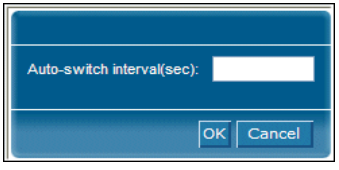


Figure 14-10 *Auto-switch Interval Dialog Box*

Click again to deactivate. Activating this option causes video from randomly-selected participating terminals to display on all other terminals at your defined interval. Overrides any existing set video display options.

Note Terminal/participant information is displayed in the **Video Layout and Display** area when this option is enabled.

Display Participant Name in a Frame

Click to display the name of an endpoint or participant in a specific position within the video layout frame.

Note Visible only with MVP support and when text overlay is configured in the meeting type.

The VMS supports text overlay on participant images. Text overlay clearly identifies each participant or endpoint by displaying the participant or endpoint name in the video image. The active speaker image is highlighted by a border around the image frame.

Active Speaker

Set the voice activated frame by dragging the icon into the required position within the video layout frame. Available only for views with a sub-frame configured.

Dynamic Layout

Dynamic Layout seamlessly switches the meeting video image between a wide range of layouts to correspond with the number of participants in attendance at any given time during the meeting.

The video image switches to a layout with frames equal to the number of participant images, up to a maximum of 16. The layout changes accordingly as participants join or leave a meeting.

Dynamic Layout conserves bandwidth, eliminates the display of empty frames in the video image, and makes optimum use of the video image for displaying participant images. This type of layout switching is suitable for a meeting with a high rate of participant traffic joining and leaving the meeting, or an adaptive meeting type used for a variety of meeting sizes.

Note Available with MVP support only.

Note When **Dynamic Layout** is selected, **Change Layout** is disabled.

Change Layout

The VMS supports drag and drop control in the meeting control interface for positioning participant images in the layout during a meeting and in advanced invitations when selecting participants to join predefined meetings.

Invite

The VMS allows anyone with appropriate access to invite multiple participants simultaneously to join the meeting using the web interface.

Each participant can be invited to preset positions in the video layout. On joining a meeting, the participant views the video in a layout that was pre-selected in the invitation.

The System Administrator can restrict the type of user who can perform invites.

Participant

Displays the current number of IP, ISDN and SIP meeting participants.

Reserved/Max

Displays the number of reserved terminals and the maximum allowed number of terminals for the meeting.

Invite Party

Select from the drop-down list the type of terminal you wish to invite to the current meeting. The rest of the **Video Layout and Display** area enables you to invite an IP (H.323), IP (SIP) or PSTN/ISDN terminal to the current meeting.

Number/Alias

Type a unique alias for the participant.

Display Name

Type the participant name to be displayed on the video screen.

Bandwidth

Select from the drop-down list the appropriate video bandwidth rate.

Pre-Position

Drag and drop to position participant images in the layout before a meeting begins.

UPCOMING TAB

In the **All Meetings** section, click the **Upcoming** tab. The **Upcoming** tab lists all upcoming video meetings for the entire organization.

Note The **Upcoming** tab is not displayed in VMS Light.

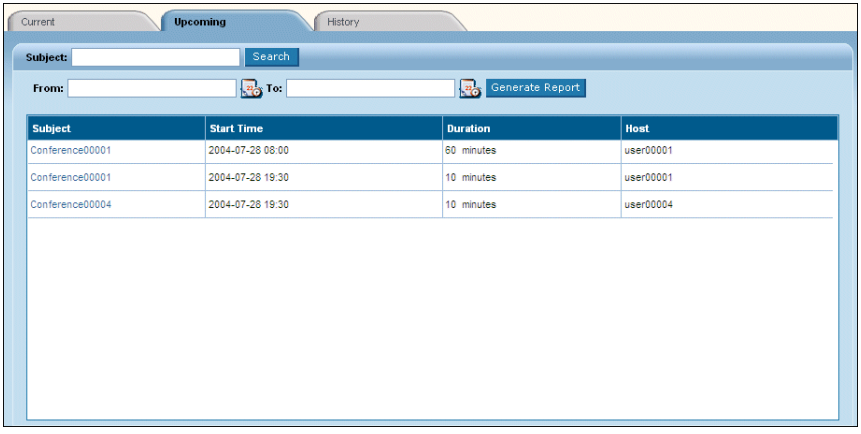


Figure 14-11 *All Meetings: Upcoming Tab*

Subject

Displays the meeting subject. Click to sort by subject.

Start Time

Displays the date and time the meeting will start. Click to sort by start time.

Duration

Displays the meeting length in minutes. Click to sort by duration.

Host

Displays the name of the person who is specified as the host of the meeting. Click to sort by host.

Searching for a Meeting

Subject

Type the full or partial subject of the meeting for which you are searching.

Search

Click to perform a meeting search.

Refreshing the Page View

Click the icon to update the page view. The **Upcoming** tab does not automatically refresh if new meetings are scheduled.

Creating Reports

From

Click the calendar to choose a date.

To

Click the calendar to choose a date.

Generate Reports

Click to generate a report in *.xls* format about all upcoming meetings scheduled between the selected dates. Save and view with Microsoft Excel. The report contains the following information about each meeting:

- Master meeting ID
- Slave meeting ID
- VMS meeting ID
- Subject
- Meeting type (audio/video)
- Reference code
- Start time including date and time zone information
- Duration
- Meeting rooms
- Organizer name
- Service prefix
- Services

- MCU name(s)
- Total number of terminals
- Number of extra IP ports reserved
- Number of extra ISDN ports reserved
- Number of dial-in IP terminals
- Number of dial-out IP terminals
- Number of dial-in ISDN terminals
- Number of dial-out ISDN terminals
- Gateway(s) used

MODIFYING MEETINGS

In the **Subject** column of the **Upcoming** tab, click the subject of the meeting you wish to modify. The **Meeting Detail** screen displays. The **Meeting Detail** screen includes the following tabs:

- Meeting Tab
- Invite Tab
- Attendees Settings Tab
- Attendee Availability Tab
- Advanced Tab

MEETING TAB

In the **All Meetings** section, click the **Meeting** tab.

Note VMS Light supports ad hoc meetings only.

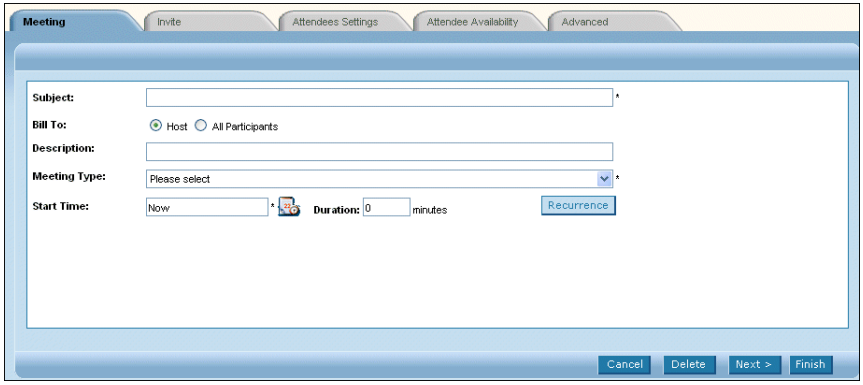


Figure 14-12 *All Meetings: Meeting Tab*

Subject

Type a meeting topic or title that will appear in all notifications.

Bill To

Select **Host**, **All Participants** or **Organizer**. If the Host and Organizer are the same person, the **Organizer** option does not display.

Note An option selected in the **Bill To** field becomes the default setting in the **Meeting Templates** and **Meeting Scheduling** sections. RADVISION recommends that you set the default setting in the **Default Meeting Settings** tab in the **Organization Settings** section. For more information, see Default Meeting Settings Tab on page 148.

Description

Type agenda items or a meeting description that will appear in all notifications.

Meeting Type

Select a meeting type from the drop-down list.

Start Time

Click the calendar icon to specify the date and time of the meeting. The default value is **Now**. If you do not change the start time, the meeting will start immediately. To reset the start time to **Now**, click the arrow icon directly to the right of the calendar icon.

Duration

Type the meeting length in minutes. This field will already contain the default meeting duration set by the System Administrator in the **Default User Settings** tab in the **Organization Settings** section. For more information, see Default User Settings Tab on page 144.

Recurrence

If a meeting is held on a daily or weekly basis, click to display recurrence settings. For more information, see Configuring Recurrence Settings on page 238.

Note VMS Light supports ad hoc meetings only. In VMS Light the **Start Time** field is always set to **Now** and cannot be changed. The **Recurrence** option is unavailable in all forms of the VMS if the **Start Time** field is set to **Now**.

Cancel

Click to cancel the modified meeting settings.

Delete

Click to delete the specified meeting.

Next

Click to display the **Invite** tab. For more information, see Invite Tab on page 239.

Finish

Click to create the meeting. All resources (attendees, terminals, rooms and network resources) will be checked for availability.

- If network resources are available and all required resources are available, the meeting will be scheduled automatically and notifications sent to all participants.

Note The format in which VMS sends e-mail notifications depends on the type of meeting creator. If the meeting creator is a web user, the e-mail notification is in HTML format. If the meeting creator is an Outlook user, the e-mail notification is in VCAL format.

- If either network resources or required resources are unavailable, the VMS will display an "Unable to Schedule!" message and a reason for the scheduling failure.
- If network resources are available but non-required resources are not, the meeting will automatically be scheduled, notifications sent, and a conflict list displayed for the organizer.

Note To preview attendee and room availability for the time of the meeting, click the **Attendee Availability** tab. For detailed information, see Attendee Availability Tab on page 244.

Configuring Recurrence Settings

Click **Recurrence** to configure recurrence settings if this meeting is held on a daily or weekly basis. The **Set Recurrence** dialog box displays.

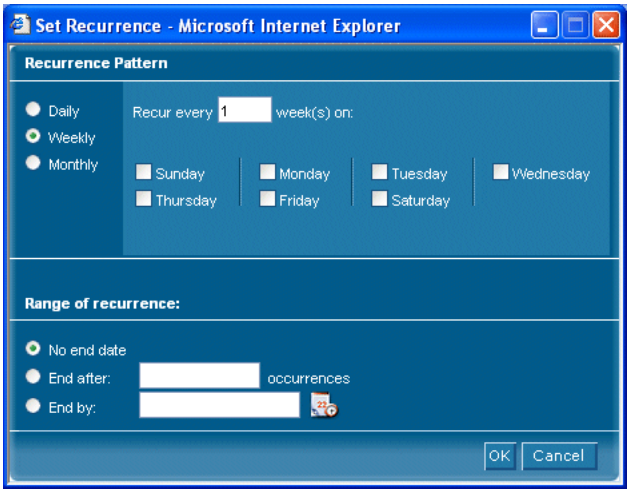


Figure 14-13 *Set Recurrence Dialog Box*

Configure the required recurrence settings and click **OK**.

Note When you schedule a recurring meeting, a conflict report will display each occurrence with its scheduling result. If a recurring meeting is scheduled for a period of over 30 days, the VMS will first schedule the meetings which fall within 30 days of the date scheduled and send an e-mail notification. Every 30 days, the VMS will automatically reschedule the remaining meetings in the series and send a notification until the series is completed. Only the first upcoming meeting will be displayed in the **All Meetings** and **My Meetings** sections at any given time

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INVITE TAB

In the **All Meetings** section, click the **Invite** tab.

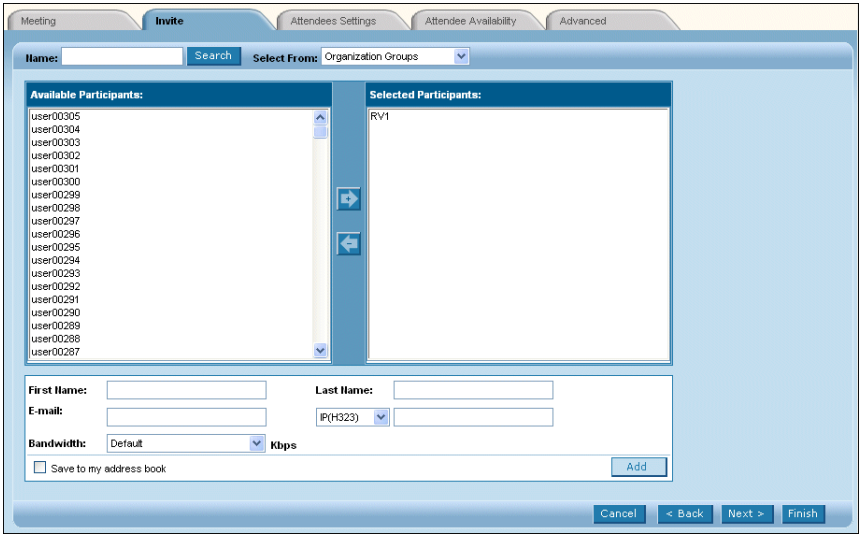

Figure 14-14 *All Meetings: Invite Tab*

Name

Type the full or partial name of the attendee for which you are searching, then click **Search**.

Select From

Select a group from the drop-down list from which to choose attendees, or select **All Groups** for a complete list of users belonging to this organization. Select required users and click the "+" button to add these users to the list of invited participants.

Available Participants

Displays all the participants that are available for a meeting.

Selected Participants

Displays all the participants that you have selected to be invited to a meeting.

First Name

Type the first name of the participant you wish to invite to the meeting.

Last Name

Type the last name of the participant you wish to invite to the meeting.

E-mail

Type the e-mail address of the participant you wish to invite to the meeting.

Terminal Type

Select whether your terminal is a PSTN or Mobile terminal, an IP (SIP) terminal or an IP (H.323) terminal.

Bandwidth

Select the required bandwidth rate from the drop-down list.

Save to my address book

Check to save the specified participant to the **Address Book** section. For more information, see the Address Book chapter.

Add

Click to add the specified participant to the meeting.

Attendees Settings Tab

In the **All Meetings** section, click the **Attendee Settings** tab.

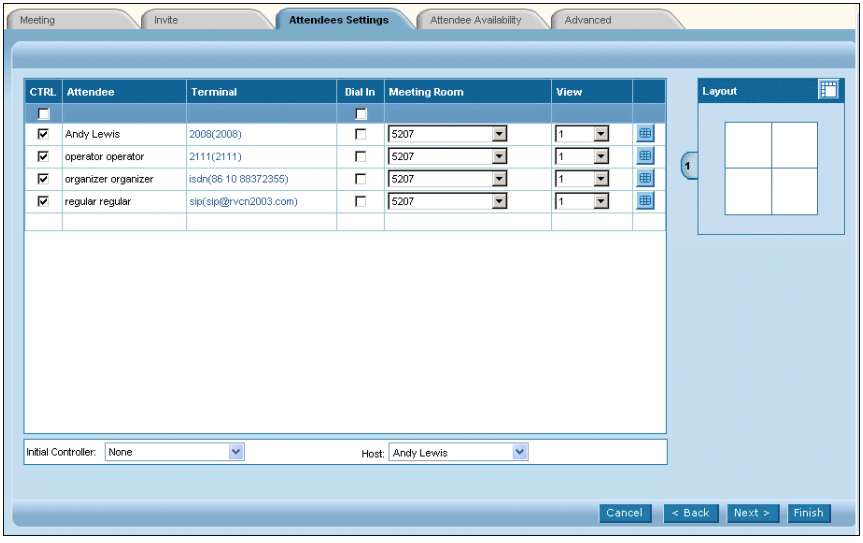

Figure 14-15 *All Meetings: Attendee Settings Tab*

CTRL

Check to grant the specified attendee meeting control privileges. Select the top checkbox to grant all attendees control privileges. If no attendees are granted control privileges, the Administrator and the Meeting Operator may perform in-meeting control.

Attendee

Displays the names of all attendees.

Terminal

Displays the user default terminal. If a user does not have a default terminal assigned, the word “Select” displays. Click to assign a terminal or to change an existing terminal assignment for this meeting only. The **Select Terminal** dialog box displays. For more information, see Modifying a Terminal Number on page 244.

PSTN ISDN

Check if a Dual IP/ISDN terminal is to be used as an ISDN connection for this meeting. Enabled only when the specified terminal is defined as a Dual IP/ISDN terminal.

Dial in

Specify which terminals can dial in to the meeting.

Meeting Room

If your terminal is a mobile unit, its location may change. To change location for this meeting only, select a different meeting room for this terminal from the drop-down list.

E-mail Address

Displays the attendee e-mail address.

View

Select from up to four available layouts for each participant, depending on which service is meeting type for this meeting.

Layout

Click the icon to change the current layout display. The **Select Layout** dialog box displays the available layouts, depending on which service is selected for this meeting. Select the required layout. The **Attendees Settings** tab updates immediately.

Change Layout

Drag and drop the icon into the required position in the video layout, as shown at Figure 14-16 on page 243. When you release the icon after positioning, the terminal name displays in the video layout position, as shown at Figure 14-17 on page 243. On joining a meeting, the participant views the video from the configured position.

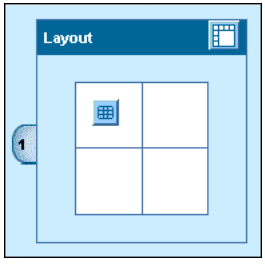

Figure 14-16 *Icon Positioned in Video Layout Display*

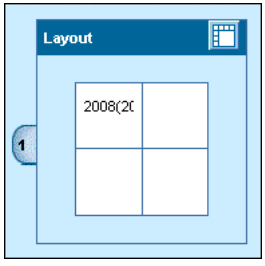

Figure 14-17 *Icon Released in Video Layout Display*

Initial Controller

Select an initial controller for this meeting from the drop-down list.

Host

Select a host for this meeting. The term “host” refers to the party requesting the meeting. Hosts are also frequently the party to whom the cost of the meeting will be billed.

Modifying a Terminal Number

Click an IP/ISDN number to modify a participant terminal number for this meeting only. The **Select Terminal** dialog box displays.

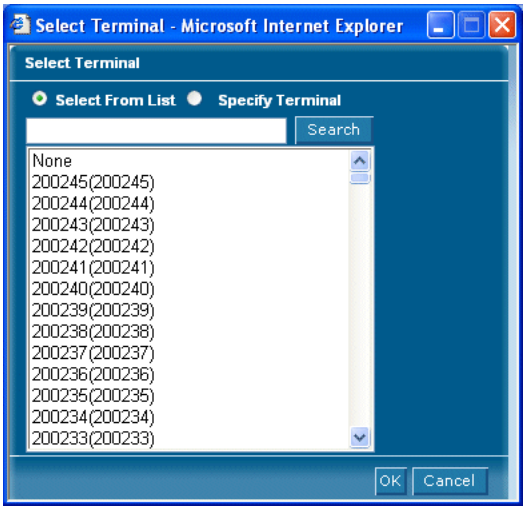

Figure 14-18 *Select Terminal Dialog Box*

Select a terminal from your organization, or add an external number. To add an external number, select **Specify Terminal**, type the required terminal name and click **OK**.

Attendee Availability Tab

After you have added all the required attendees to the **Selected Participants** list in the **Invite** tab, click the **Attendee Availability** tab.

The **Attendee Availability** tab displays availability for both attendees and meeting rooms. Attendees are indicated by “A” in the left column, rooms are indicated by “R”.

The **Attendee Availability** tab displays a four-week time period starting from the week of the scheduled meeting, and continuing for the next three weeks.

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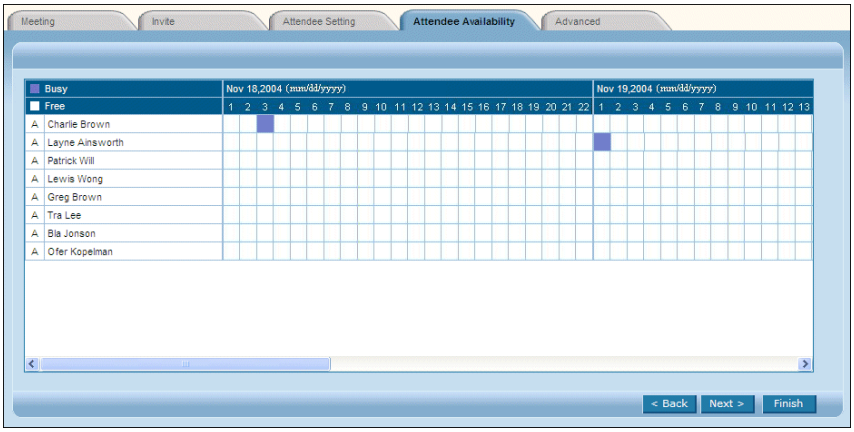


Figure 14-19 *All Meetings: Attendee Availability Tab*

ADVANCED TAB

In the **All Meetings** section, click the **Advanced** tab to display advanced meeting template configuration options.

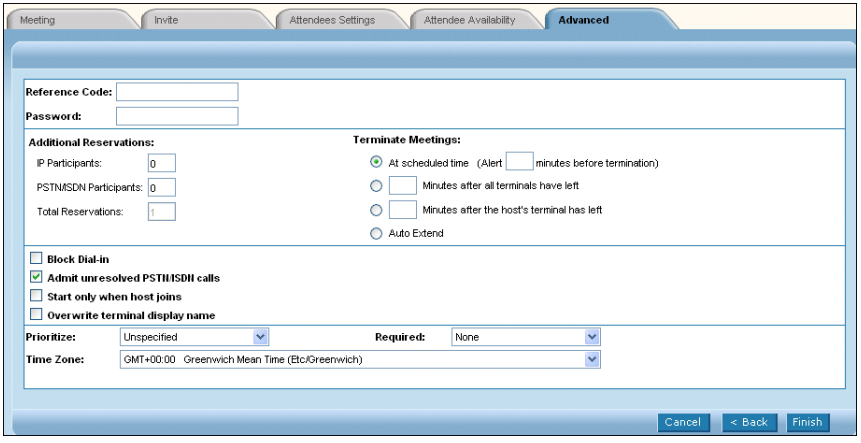


Figure 14-20 *All Meetings: Advanced Tab*

Reference Code

Type a reference code for the specified meeting.

Password

Type a password to make this meeting password-protected. The access password is required for all dial-in attendees.

Additional Reservations

Determine how many additional IP and ISDN participant reservations should be made by default when scheduling a meeting. Type the required values in the **IP Participants**, **PSTN/ISDN Participants** and **Total Reservations** fields.

Terminate Meetings

Select which parameters will be used to decide when a meeting should be terminated:

- **At scheduled time**—The meeting will terminate at the time defined in the meeting scheduling process.
- ***n* minutes after all terminals have left**—The meeting will terminate after the length of time configured here has passed since all terminals have left the meeting.
- ***n* minutes after the host's terminal has left**—The meeting will terminate after the length of time configured here has passed since the host terminal has left the meeting, even if other terminals are still in the meeting.

  The term “host” refers to the party requesting the meeting. Hosts are also frequently the party to whom the cost of the meeting will be billed.
- **Auto Extend**—The meeting will continue until terminated manually from the in-meeting control panel (see In-meeting Control on page 214), or until all terminals have left the session.

Block Dial-in

Check to prevent dial-in terminals from connecting to a meeting scheduled by the VMS by default.

Alert *n* minutes before terminate

Type the number of minutes’ warning a terminal should receive by default before a meeting is terminated.

Admit unresolved PSTN/ISDN calls

When checked, enables PSTN/ISDN terminals for which source information is not available to dial into a VMS-scheduled meeting. Unresolved terminals are allowed into the meeting if there are resources available (if extra PSTN/ISDN ports have been reserved or if an ISDN terminal has been deleted from the ongoing meeting).

When unchecked, unresolved PSTN/ISDN terminals will be rejected during authorization for dial-in calls.

Checked by default.

Start only when host joins

Check to prevent a meeting starting until the host has joined.

Overwrite terminal display name

Check to override the terminal display name. When checked, the terminal name overwrites the H.323 station name displayed as a text overlay in the video image. The terminal name appears in both the VMS and Outlook displays. Unchecked by default.

Note The **Overwrite terminal display name** feature is supported by RADVISION MCU 3.6 and later only.

Prioritize

Determines which value should be selected by default when meetings are scheduled and/or meeting templates are created.

- **Bandwidth** causes the VMS to allocate resources to conserve bandwidth. In some cases, this may cause a meeting to be cascaded to conserve bandwidth, even though a single MCU is available which can host the meeting.
- **Delay** causes the VMS to allocate resources to ensure the best quality meeting.

Required

Select the resources that are required by default to confirm this meeting. For example, if you select **All Rooms**, the VMS will not allow a meeting to be scheduled unless all rooms are available at that time. When **None** is selected, the VMS confirms the network resources and advises the VMS of any conflicts among attendees, rooms or terminals.

Time Zone

Select the required time zone for this meeting.

Note The **Time Zone** option setting applies to the specified meeting only and does not change your user profile.

HISTORY TAB

In the **All Meetings** section, click the **History** tab. The **History** tab displays all past video meetings for the entire organization.

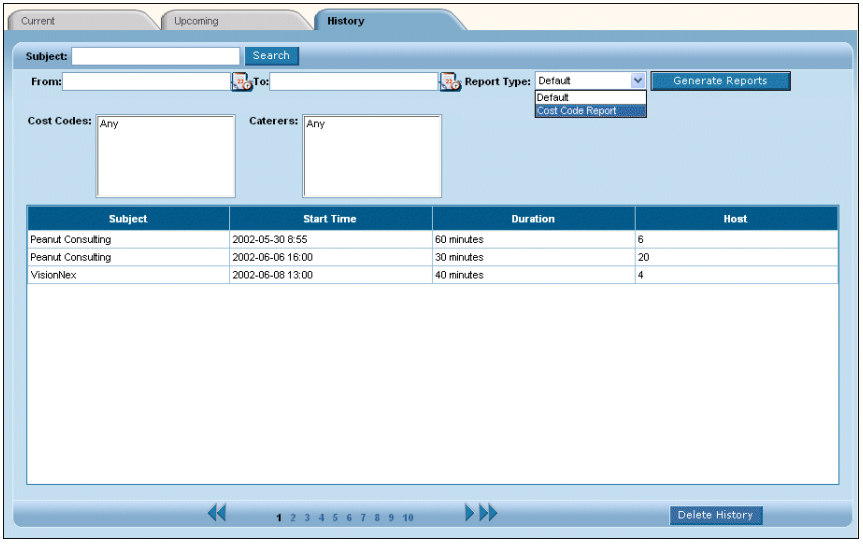


Figure 14-21 *All Meetings: History Tab*

Subject

Displays the meeting subject. Click to sort by subject.

Start Time

Displays the date and time the meeting started. Click to sort by start time.

Duration

Displays the meeting length in minutes. Click to sort by duration.

Host

Displays the name of the person who is specified as the host of the meeting. Click to sort by host.

Searching for a Meeting

Subject

Type the full or partial subject of the meeting for which you are searching.

Search

Click to perform a meeting search.

Creating Reports

From

Click the calendar to choose a date.

To

Click the calendar to choose a date.

Report Type

To include cost code and meeting room accessories information in a generated report, select **Cost Code Report** from the drop-down list and select the required entries in the **Cost Code** and **Caterer** lists. You can now generate a cost code/accessories report based on date range, cost codes, caterers and subjects.

To generate a generic report without cost code or meeting roo accessories information, select **Default** from the drop-down list.

Generate Reports

Click to generate a report in *.xls* format about all upcoming meetings scheduled between the selected dates. Save and view with Microsoft Excel. The generic report contains the following information about each meeting:

- Master meeting ID
- Slave meeting ID
- VMS meeting ID
- Subject
- Meeting type (audio/video)
- Reference code
- Start time including date and time zone information
- Duration
- Meeting rooms
- Organizer name
- Service prefix
- Services
- MCU name(s)
- Total number of terminals
- Number of extra IP ports reserved
- Number of extra ISDN ports reserved
- Number of dial-in IP terminals
- Number of dial-out IP terminals
- Number of dial-in ISDN terminals
- Number of dial-out ISDN terminals
- Gateway(s) used

Viewing Meeting Details

In the **Subject** column of the **History** tab, click the entry you wish to view. The **Meeting Detail** screen displays. The **Meeting Detail** screen includes the following tabs:

- Meeting Tab
- Invite Tab
- Attendees Settings Tab
- Advanced Tab

Each of the tabs displays the settings configured for all past meetings, as described in the Meeting Tab, Invite Tab, Attendees Settings Tab and Advanced Tab sections of the **Upcoming** tab. For more information, see Modifying Meetings on page 234.

15

MY MEETINGS

WHO SHOULD READ THIS CHAPTER

This chapter is relevant to

- VMS Pro Organization Administrators
- VMS Organization Administrators
- VMS Organization Meeting Operators
- VMS Organization Meeting Organizers
- VMS Organization Regular Users

BASICS

The **My Meetings** section displays your personal meeting schedule, including all currently running video meetings, as well as records of upcoming and past meetings. The **My Meetings** section contains the following tabs:

- Current Tab
- In-meeting Control
- Upcoming Tab
- History Tab

CURRENT TAB

In the **My Meetings** section, click the **Current** tab. The **Current** tab lists all video meetings currently in progress for the specified user or organization.

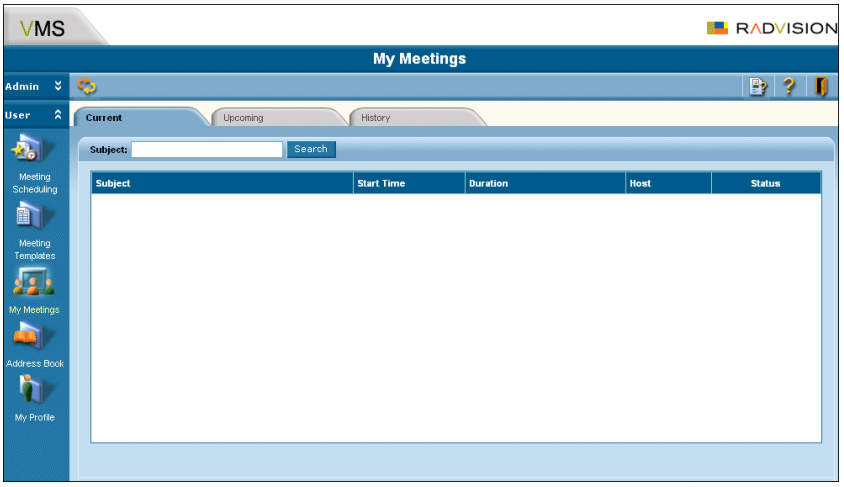


Figure 15-1 *My Meetings: Current Tab*

REFRESHING THE PAGE VIEW

SEARCHING FOR A MEETING

Subject

Type the subject, or partial subject, of the meeting for which you are searching.

Search

Click to perform a meeting search.

VIEWING MEETING INFORMATION

Subject

Displays the meeting subject. Click to sort by subject. Click the meeting subject to view in-meeting controls for this meeting. For more information on in-meeting control, see In-meeting Control on page 258.

Note If the first status indicator in the **Status** column is red, indicating that the meeting was not created successfully, a warning message will display. When you click **OK**, the VMS will display meeting details. To cancel a meeting, click **Delete**.

Start Time

Displays the date and time the meeting will start. Click to sort by start time.

Duration

Displays the meeting length in minutes. Click to sort by duration.

Host

Displays the name of the person who is specified as the host of the meeting. Click to sort by host.

Status

Displays three status indications representing, from left to right, **Creation Status**, **Participant Status** and **Termination Status**.

- **Creation Status**—Green if a meeting was created successfully; red if a meeting was not created successfully.

  If red, click to view the error message, and click **Retry** to resend meeting information to the MCU.

- **Participant Status**—Empty if there is a problem with meeting creation; green if all participants are successfully connected to the meeting; red if a participating terminal has terminated abnormally.

Note Abnormal disconnections can be caused by network problems. Connections terminated from an endpoint or via any other controlling application also register in the VMS as abnormal disconnections. The **Participant Status** indication will not display red if a terminal has disconnected normally through the VMS in-meeting control interface (see In-meeting Control on page 258).

  If red, click to view the error message. From this window, administrators can select the following options:

  - **Control Panel** to access the in-meeting control interface.
  - **Cancel** to return to the **Current** tab. For more information on taking control of an in-session meeting, see In-meeting Control on page 258.

- **Termination Status**—Empty if meetings are in progress; red if there is a termination error.

  If red, click to view the error message. From this window, administrators can select the following options:

  - **Retry** to resend the termination signal to the MCU. The **My Meetings** section will immediately refresh and display the updated status for the specified meeting.
  - **Remove** to clear the meeting from the **Current** tab and send it to the **History** tab.
  - **Cancel** to return to the **Current** tab without making any changes. The meeting will remain in the **Current** display area.

Table 15-1 displays the possible combinations of status indications.

Table 15-1 *Possible Status Indication Combinations*

Meeting Result	Creation Icon	Participant Icon	Termination Icon
Failed to create meeting successfully			
Created meeting successfully, in-session activity normal			
Created meeting successfully, abnormal in-session activity			
Meeting terminated abnormally			

IN-MEETING CONTROL

In-meeting control is accessible to Meeting Organizers, designated meeting controllers, Organization Administrators and VMS Pro Service Provider Administrators. To access in-meeting controls for any meeting (except meetings using the **Non Video Conference** meeting type), click the **Subject** of that meeting or click the link in the meeting e-mail notification.

In-meeting control contains the following sections:

- General Meeting Display and Control Area—Displays general meeting information and controls.
- Control Panel Tabs—Display a list of terminals involved in a meeting and general status information.
- Video Layout and Display Area—Displays current video layout, and allows a meeting controller to adjust video- and display-related settings while a meeting is in progress.

Note When accessing the in-meeting control panel, controllers must first click the **Take Control** button (see Take/Release Control on page 260) to enable control panel functionality. Only one person may have control at any given time during the meeting.

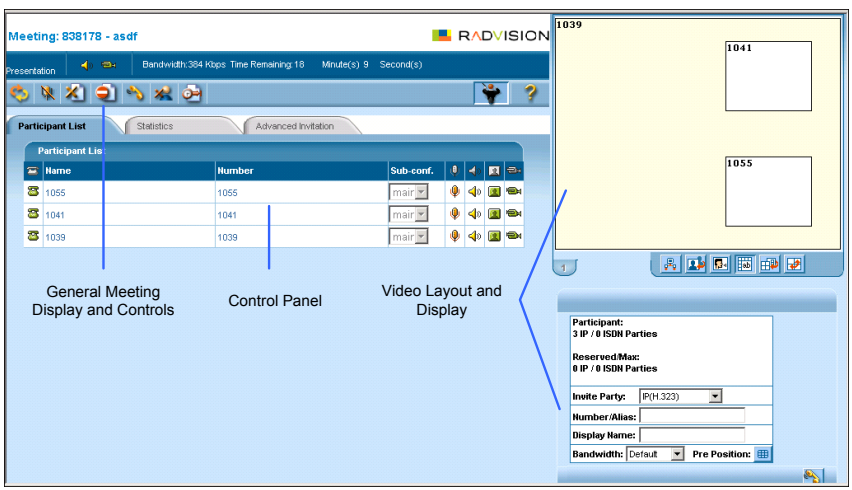


Figure 15-2 *In-meeting Control*

General Meeting Display and Control Area

The **General Meeting Display and Control** area allows meeting attendees, controllers and administrators to view basic information about the meeting. They can also take control of an in-progress meeting and perform basic meeting control actions.

Refresh

Click to refresh meeting status.

Join Data Collaboration

Click to join the data collaboration (unavailable when the **Start only when host joins** option is selected in the **Advanced** tab of the **Meeting Scheduling** section).

Mute/Enable All

Click to mute or enable the audio connection to the meeting of all participants in the meeting.

Terminate Meeting

Click to terminate the meeting.

Block Entry

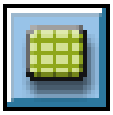
Click to block a participant from entering a current meeting.

Reconnect All

Click to reconnect participant to a meeting.

Delete Participant

Delete to disconnect and remove the highlighted participant from the list.



Change Participant View

Click to change the view for highlighted participant from the list. For more information, see Changing Participant View on page 261Changing Participant View.

Sub-conference

Click to invite a sub-conference. For more information, see Changing a Sub-conference on page 261Changing a Sub-conference.

Extend Meeting Duration

Click to extend the meeting duration. For more information, see Extending Meeting Duration on page 262Extending Meeting Duration.

Accessories

Click to order accessories for the meeting room.

Start Meeting

Click to start the meeting.

Take/Release Control

Click to take or release control of the meeting (unavailable when the **Start only when host joins** option is selected in the **Default Meeting Settings** tab of the **Organization Settings** section).

Changing Participant View

Click the **Change Participant View** icon to display the **Change Participants View** dialog box. The **Change Participants View** dialog box enables you to change the meeting view while the meeting is in progress for a single participant selected in the **Participant List** or for all participants at the same time.

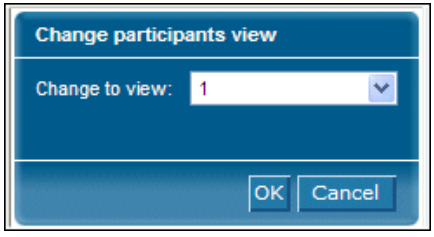


Figure 15-3 *Changing Participants View Dialog Box*

Changing a Sub-conference

Click the **Sub-conference** icon to display the **Select sub-conference** dialog box. The drop-down list enables you to divert highlighted participants in the **Participants List** of the current conference to attend a new or currently running private audio sub-conference. Sub-conference participants are hidden in the video layout.

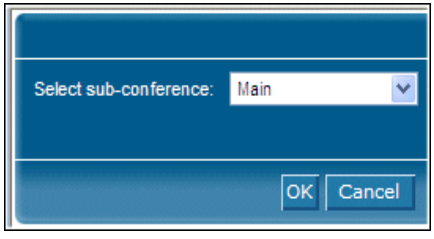


Figure 15-4 *Select Sub-conference Dialog Box*

Note Up to three sub-conferences can be supported per meeting according to the service configuration.

Extending Meeting Duration

Click the **Extend Meeting Duration** icon to display the **Extend** dialog box. The **Extend** dialog box enables you to extend a meeting while the meeting is in progress.

Figure 15-5 *Extend Dialog Box*

Control Panel Tabs

The **Control Panel** includes the following tabs:

- Participant List Tab—Enables you to view the list of participants in the meeting and the views available in the meeting.
- Statistics Tab—Available with chair control for viewing general statistics about meeting media traffic.
- Advanced Invitation Tab—Enables you to invite multiple participants to the meeting simultaneously.

Chair Control

Chair control of a meeting allows:

- Control of participant connections, media connections and additional information per participant.
- Management of the meeting video layouts and voice-activated video-switched positions.
- Drag and drop participant names from the **Participant List** into the preferred sub-frame of the meeting layout.

Participant List Tab

The **Participant List** tab enables you to view meeting participant details such as media connection types and view the layouts available in the meeting. You may also select to view participants as a list or according to cascaded connections.

Users with chair control can invite participants, modify participant media connections, manually reposition participant images in the layout, change the meeting view layouts and specify the position of the voice-activated image in the meeting view.

Chair controllers can also create sub-conferences and view extended participant details.

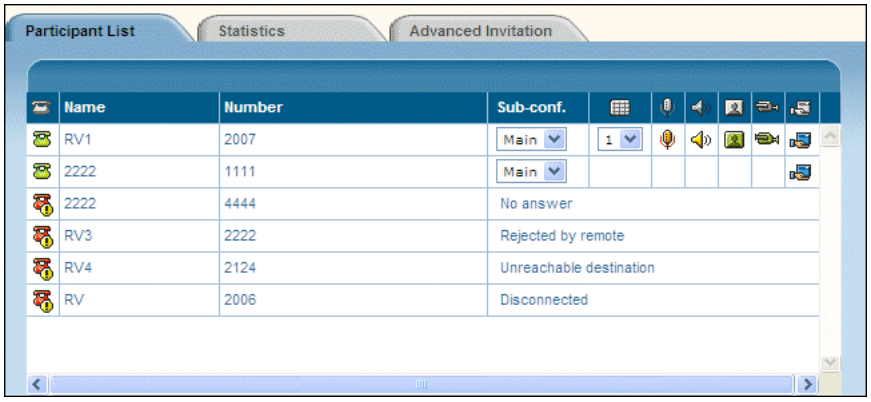


Figure 15-6 *In-meeting Control: Participant List Tab*

Status

Displays the connection status for each meeting participant.

Disconnected participants remain in the **Participant List** for the duration of the meeting enabling you to reconnect participants simply by clicking on the participant status icon.

- **Connected**
  Click to disconnect the participant.
- **Connecting**
  Click to connect the participant.
- **Disconnected**
  Endpoint offline.

Note Rearrange the list of participants according to status by clicking the icon in the title of the **Status** column.

Name

Displays the name of the meeting participant.

Number

Displays the endpoint number of the meeting participant.

Sub-conference

Displayed in the **Participants List** when sub-conferences are running in the meeting.

Displays a drop-down list from which to divert highlighted participants in the current meeting to a new or currently running private audio meeting.

Note Up to three sub-conferences can be created per meeting. Sub-conference participants will not be shown in the video layout.

Location in View

Indicates the meeting view displayed to the current participant.

When a meeting is configured with more than one view, you may modify the view for the participant by selecting from the available options in the drop-down list. Views which the participant endpoint is unable to support cannot be selected.

MEDIA TYPES

The media type icons indicate participant capabilities. The icons are enabled for users with administrator or chair control access for controlling the media type status for the selected participant.

Mic. Enabled

Select to mute or enable the voice of the selected participant.

Loudspeaker

Indicates that the meeting audio connection to the participant is enabled.

Camera Enabled

Select to block or unblock the video stream sent by the participant to the meeting. For example, when a participant video connection affects meeting processing and degrades performance, you can block the participant video until problems at the participant endpoint have been resolved.

Video Display

Indicates that the meeting video connection to the participant is enabled.

Data Collaboration

Indicates that the participant supports T.120 data sharing.

STATISTICS TAB

The **Statistics** tab provides a comprehensive set of statistical information about bandwidth usage and audio/video packet behavior. Statistics frequently update automatically and enable you to monitor meeting performance.

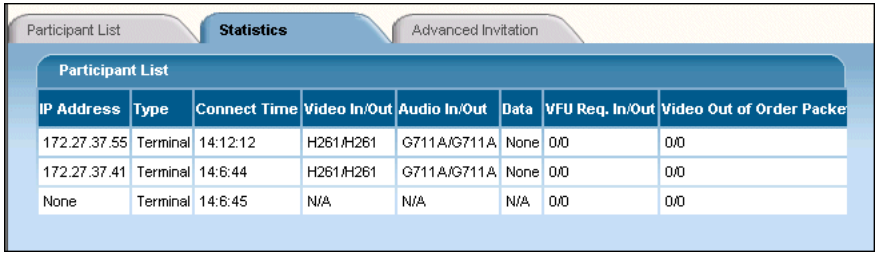


Figure 15-7 *In-meeting Control: Statistics Tab*

Participant Extended Information

Select to include the following information:

- IP Address—Participant endpoint IP address.
- Type—Participant endpoint type.
- Description—Participant description.
- Connect Time—Time at which the participant connected to the meeting.
- Video In/Out—Video formats the participant is sending and receiving.
- Audio In/Out—Audio codecs the participants is sending and receiving.
- Data—Indicates whether the participant is participating in data sharing.

Video Statistics

Select to include the following information:

- Total BW In/Out—Total bandwidth sent and received by the participant.
- Data IP—IP address of the participant data sharing terminal.
- VFU Req. In/Out—Total number of video Fast Update requests sent and received by the participant.
- Video BW In/Out—Total video bandwidth sent and received by the participant.
- Video Packets In/Out—Total number of video packets sent and received by the participant.
- Video Bytes In/Out—Total number of bytes of video sent and received by the participant
- Video Out Addr.—IP address and port to which video is sent to the participant.
- Fps In/Out—Frame rate of video sent and received by the participant.
- Pic. size In/Out—Picture size of video sent and received by the participant.
- Video Jitter In: current/min/max—Accumulated video packets received from the participant. Includes the current value and average values for the minimum and maximum number of packets received from the participant.

Audio Statistics

Select to include the following information:

- Audio BW In/Out—Total audio bandwidth sent and received by the participant.
- Audio Intra Request Counter In/Out—Total Audio Fast Update requests sent and received by the participant.
- Audio Packets In/Out—Total number of audio packets sent and received by the participant.
- Audio Bytes In/Out—Total number of audio bytes sent and received by the participant.
- Audio Out addr.—IP address and port to which audio is sent to the participant.

- Audio Jitter Buffer In: current/min/max—Accumulated audio packets received from the participant. Includes the current value and average values for the minimum and maximum number of packets received from the participant.

Video Problems

Select to include the following information:

- Video Out of Order Packets—Total number of video packets sent to and received from the participant out of sequence.
- Video Lost Packet In/Out—Total number of lost video packets sent to and received from the participant.

Audio Problems

Select to include the following information:

- Audio Out of Order Packets—Total number of audio packets sent to and received from the participant out of sequence.
- Audio Lost Packet In/Out—Total number of lost audio packets sent to and received from the participant.

Advanced Invitation Tab

The **Advanced Invitation** tab enables you to invite multiple participants into a meeting at the same time. Each invite entry box may also contain multiple participant numbers using separators. This greatly extends the number of participants you can invite at the same time. You can also select a lower bandwidth rate with which to connect individual participants.

Advanced settings allow you to drag and drop participant images into preferred positions in the layout of each meeting view supported in the meeting, and to specify the layout which invited participants see when joining a meeting.

The following sub-tabs are available in the **Advanced Invitation** tab:

- User
- Terminal

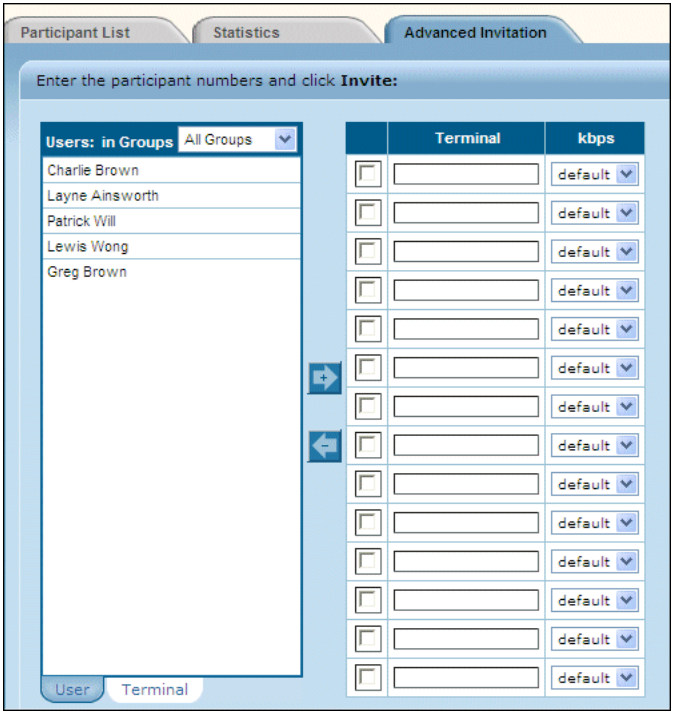


Figure 15-8 *In-meeting Control: Advanced Invitation Tab*

USER

The **User** sub-tab includes the following options:

Users: in Groups

Select required users and click the "+" button to include these users in the group, then click **OK**.

The **Users: in Groups** column displays all users for the specified organization. You can search for a specific group, or select required users from the list.

Kbps

Specifies the bit rate that is used when inviting a participant to a meeting.

Use the default setting for optimal bit rate performance.

Invite

Click to send the invitation.

Cancel

Click to cancel the invitation and return the display to the **Participant List** tab.

TERMINAL

The **Terminal** sub-tab includes the following options:

Terminal

Select required terminals and click the "+" button to include these terminals in the meeting, then click **OK**.

The **Terminal** column displays all terminals for the specified organization. You can search for a specific terminal, or select required terminals from the list.

Kbps

Specifies the bit rate that is used when inviting a participant to a meeting.

Use the default setting for optimal bit rate performance.

Invite

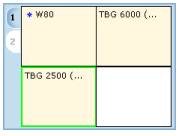
Click to send the invitation.

Lock Image

Select an option from the drop-down list next to each invitation number entry box to preset the position of the invited participant image in the video layout on entry into the meeting.

Drag and drop the icon into the preferred position **Layout Display Frame** displayed on the right of the **Advanced Invitation** tab.

Note You can specify a position for the participant image in all layouts currently supported in the meeting.



Layout Display Frame

Switch between meeting views currently supported by selecting **Change Layout**. Drag and drop the **Lock Image** icon into the layout display frame on the right of the tab into the location in which you wish to display the participant on entry into the meeting.

Cancel

Select to cancel the invitation and return the display to the **Participant List** tab.

VIDEO LAYOUT AND DISPLAY AREA

The **Video Layout and Display** area allows meeting controllers to spontaneously control and adjust all aspects of meeting video. When first accessed, this area displays the video layout as selected during meeting scheduling. From this view, the Meeting Organizer can do the following:

- View which terminals are set for which video frames in Continuous Presence mode.
- View a list of scheduled attendees per terminal by placing the mouse over a video frame (frames set to auto-switch will not display names).
- Rearrange the video layout per terminal by clicking and dragging terminal names from the **Control Panel** terminal list to the desired frame.
- Set voice activated sub-frames.

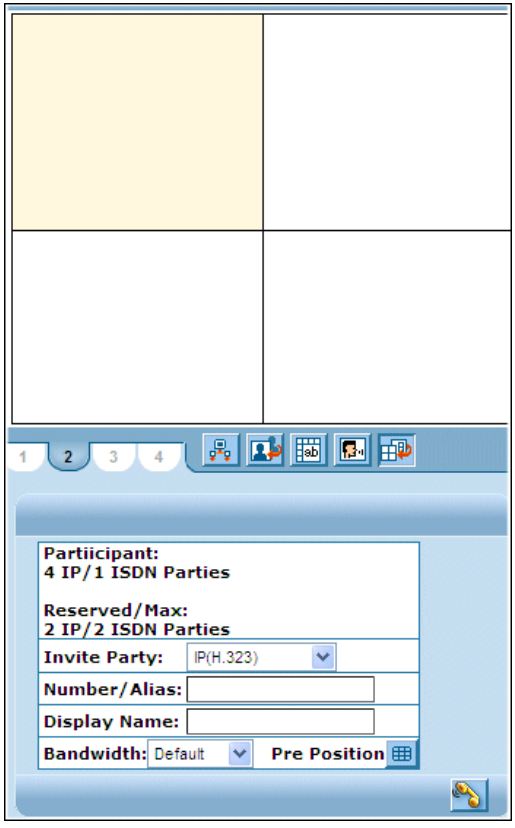


Figure 15-9 *In-meeting Control: Video Layout and Display Area*

Video Output Schemes

When enabled, displays up to four available video layouts. The VMS can produce up to four different video outputs per meeting to cater for participants with different video support capabilities or different viewing purposes.

Multiple meeting views are configured per service with settings that specify video layout, layout switching and participant image switching behavior, picture resolution, bandwidth settings, frame rate and video format.

Multiple meeting views enable the speaker in a lecture to view the participants while the audience views the speaker. In a meeting with varying connection speeds, participants with high video capabilities and participants with low video capabilities can take part at the same time without one affecting the experience of the other.

Note Available with MVP support only.

Output Scheme Settings

Click to display video output scheme settings. When enabled, the video scheme settings dialog box displays.

Auto-Switch Started

When selected, enables auto-switching in which participant images in the video layout periodically change to allow the display of other meeting participants according to the interval set. Auto-switching mode displays all the participants of a large meeting in a Continuous Presence mode display in the video layout on a rotating basis. Participant images can be replaced at preset intervals either in batches or one by one in a queueing system.

Type the required auto-switching interval between 10 seconds and 30 minutes. Click to activate. The **Auto-switch interval** dialog box displays.

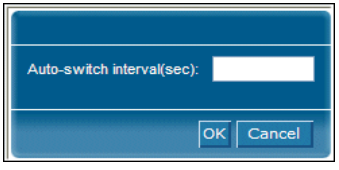


Figure 15-10 *Auto-switch Interval Dialog Box*

Click again to deactivate. Activating this option causes video from randomly-selected participating terminals to display on all other terminals at your defined interval. Overrides any existing set video display options.

Note Terminal/participant information is displayed in the **Video Layout and Display** area when this option is enabled.

Display Participant Name in a Frame

Click to display the name of an endpoint or participant in a specific position within the video layout frame.

Note Visible only with MVP support and when text overlay is configured in the meeting type.

The VMS supports text overlay on participant images. Text overlay clearly identifies each participant or endpoint by displaying the participant or endpoint name in the video image. The active speaker image is highlighted by a border around the image frame.

Active Speaker

Set the voice activated frame by dragging the icon into the required position within the video layout frame. Available only for views with a sub-frame configured.

Dynamic Layout

Dynamic Layout seamlessly switches the meeting video image between a wide range of layouts to correspond with the number of participants in attendance at any given time during the meeting.

The video image switches to a layout with frames equal to the number of participant images, up to a maximum of 16. The layout changes accordingly as participants join or leave a meeting.

Dynamic Layout conserves bandwidth, eliminates the display of empty frames in the video image, and makes optimum use of the video image for displaying participant images. This type of layout switching is suitable for a meeting with a high rate of participant traffic joining and leaving the meeting, or an adaptive meeting type used for a variety of meeting sizes.

Note Available with MVP support only.

Note When **Dynamic Layout** is selected, **Change Layout** is disabled.

Change Layout

The VMS supports drag and drop control in the meeting control interface for positioning participant images in the layout during a meeting and in advanced invitations when selecting participants to join predefined meetings.

Invite

The VMS allows anyone with appropriate access to invite multiple participants simultaneously to join the meeting using the web interface.

Each participant can be invited to preset positions in the video layout. On joining a meeting, the participant views the video in a layout that was pre-selected in the invitation.

The System Administrator can restrict the type of user who can perform invites.

Participant

Displays the current number of IP, ISDN and SIP meeting participants.

Reserved/Max

Displays the number of reserved terminals and the maximum allowed number of terminals for the meeting.

Invite Party

Select from the drop-down list the type of terminal you wish to invite to the current meeting. The rest of the **Video Layout and Display** area enables you to invite an IP (H.323), IP (SIP) or PSTN/ISDN terminal to the current meeting.

Number/Alias

Type a unique alias for the participant.

Display Name

Type the participant name to be displayed on the video screen.

Bandwidth

Select from the drop-down list the appropriate video bandwidth rate.

Pre-Position

Drag and drop to position participant images in the layout before a meeting begins.

UPCOMING TAB

In the **My Meetings** section, click the **Upcoming** tab. The **Upcoming** tab lists all upcoming video meetings for the entire organization.

Note The **Upcoming** tab is not displayed in VMS Light.

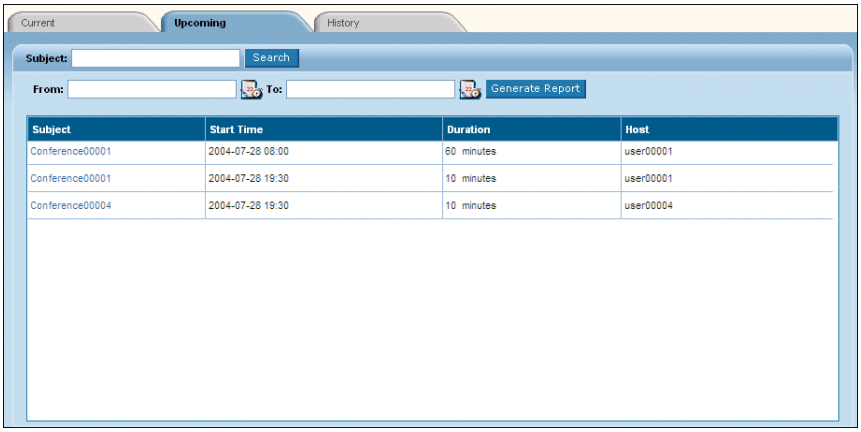


Figure 15-11 *My Meetings: Upcoming Tab*

Subject

Displays the meeting subject. Click to sort by subject.

Start Time

Displays the date and time the meeting will start. Click to sort by start time.

Duration

Displays the meeting length in minutes. Click to sort by duration.

Host

Displays the name of the person who is specified as the host of the meeting. Click to sort by host.

SEARCHING FOR A MEETING

Subject

Type the full or partial subject of the meeting for which you are searching.

Search

Click to perform a meeting search.

REFRESHING THE PAGE VIEW

Click the icon to update the page view. The **Upcoming** tab does not automatically refresh if new meetings are scheduled.

CREATING REPORTS

From

Click the calendar to choose a date.

To

Click the calendar to choose a date.

Generate Reports

Click to generate a report in *.xls* format about all upcoming meeting scheduled between the selected dates. Save and view with Microsoft Excel. The report contains the following information about each meeting:

- Master meeting ID
- Slave meeting ID
- VMS meeting ID
- Subject
- Meeting type (audio/video)
- Reference code
- Start time including date and time zone information
- Duration
- Meeting rooms
- Organizer name
- Service prefix
- Services
- MCU name(s)
- Total number of terminals
- Number of extra IP ports reserved
- Number of extra ISDN ports reserved
- Number of dial-in IP terminals
- Number of dial-out IP terminals

- Number of dial-in ISDN terminals
- Number of dial-out ISDN terminals
- Gateway(s) used

MODIFYING MEETINGS

In the **Subject** column of the **Upcoming** tab, click the subject of the meeting you wish to modify. The **Meeting Detail** screen displays. The **Meeting Detail** screen includes the following tabs:

- Meeting Tab
- Invite Tab
- Attendees Settings Tab
- Attendee Availability Tab
- Advanced Tab

MEETING TAB

In the **My Meetings** section, click the **Meeting** tab.

Note VMS Light supports ad hoc meetings only.

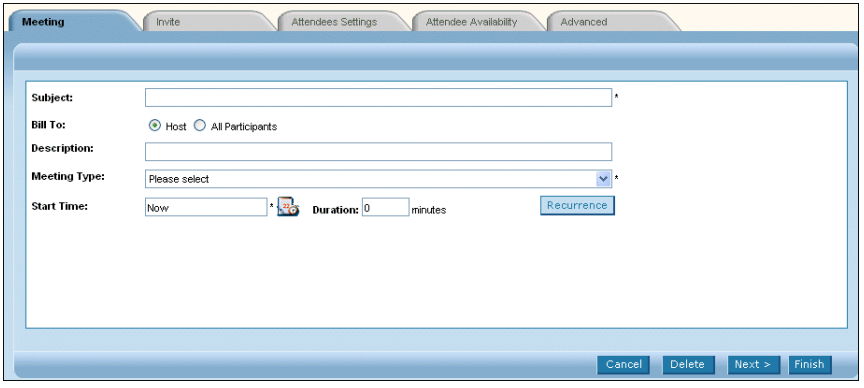


Figure 15-12 *My Meetings: Meeting Tab*

Subject

Type a meeting topic or title that will appear in all notifications.

Bill To

Select **Host**, **All Participants** or **Organizer**. If the Host and Organizer are the same person, the **Organizer** option does not display.

Note An option selected in the **Bill To** field becomes the default setting in the **Meeting Templates** and **Meeting Scheduling** sections. RADVISION recommends that you set the default setting in the **Default Meeting Settings** tab in the **Organization Settings** section. For more information, see Default Meeting Settings Tab on page 148.

Description

Type agenda items or a meeting description that will appear in all notifications.

Meeting Type

Select a meeting type from the drop-down list.

Start Time

Click the calendar icon to specify the date and time of the meeting. The default value is **Now**. If you do not change the start time, the meeting will start immediately. To reset the start time to **Now**, click the arrow icon directly to the right of the calendar icon.

Duration

Type the meeting length in minutes. This field will already contain the default meeting duration set by the System Administrator in the **Default User Settings** tab in the **Organization Settings** section. For more information, see Default User Settings Tab on page 144.

Recurrence

If a meeting is held on a daily or weekly basis, click to display recurrence settings. For more information, see Configuring Recurrence Settings on page 281.

Note VMS Light supports ad hoc meetings only. In VMS Light the **Start Time** field is always set to **Now** and cannot be changed. The **Recurrence** option is unavailable in all forms of the VMS if the **Start Time** field is set to **Now**.

Cancel

Click to cancel the modified meeting settings.

Delete

Click to delete the specified meeting (unavailable to Regular Users).

Next

Click to display the **Invite** tab. For more information, see Invite Tab on page 282.

Finish

Click to create the meeting. All resources (attendees, terminals, rooms and network resources) will be checked for availability.

- If network resources are available and all required resources are available, the meeting will be scheduled automatically and notifications sent to all participants.

Note The format in which VMS sends e-mail notifications depends on the type of meeting creator. If the meeting creator is a web user, the e-mail notification is in HTML format. If the meeting creator is an Outlook user, the e-mail notification is in VCAL format.

- If either network resources or required resources are unavailable, the VMS will display an “Unable to Schedule!” message and a reason for the scheduling failure.
- If network resources are available but non-required resources are not, the meeting will automatically be scheduled, notifications sent, and a conflict list displayed for the organizer.

Note To preview attendee and room availability for the time of the meeting, click the **Attendee Availability** tab. For detailed information, see Attendee Availability Tab on page 287.

Configuring Recurrence Settings

Click **Recurrence** to configure recurrence settings if this meeting is held on a daily or weekly basis. The **Set Recurrence** dialog box displays.

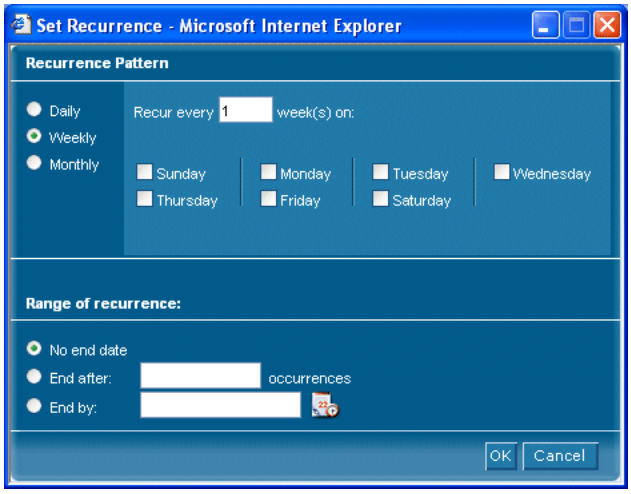


Figure 15-13 *Set Recurrence Dialog Box*

Configure the required recurrence settings and click **OK**.

Note When you schedule a recurring meeting, a conflict report will display each occurrence with its scheduling result. If a recurring meeting is scheduled for a period of over 30 days, the VMS will first schedule the meetings which fall within 30 days of the date scheduled and send an e-mail notification. Every 30 days, the VMS will automatically reschedule the remaining meetings in the series and send a notification until the series is completed. Only the first upcoming meeting will be displayed in the **All Meetings** and **My Meetings** sections at any given time

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INVITE TAB

In the **My Meetings** section, click the **Invite** tab.

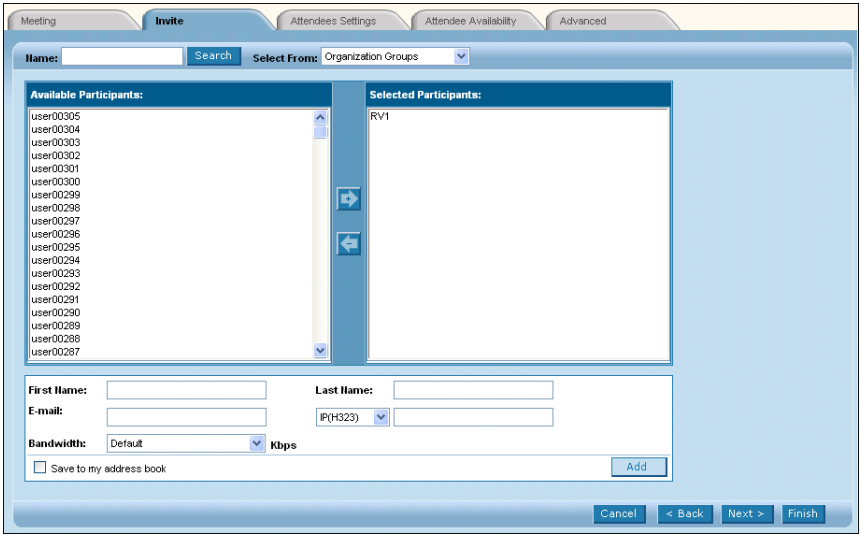

Figure 15-14 *My Meetings: Invite Tab*

Name

Type the full or partial name of the attendee for which you are searching, then click **Search**.

Select From

Select a group from the drop-down list from which to choose attendees, or select **All Groups** for a complete list of users belonging to this organization. Select required users and click the "+" button to add these users to the list of invited participants.

Available Participants

Displays all the participants that are available for a meeting.

Selected Participants

Displays all the participants that you have selected to be invited to a meeting.

First Name

Type the first name of the participant you wish to invite to the meeting.

Last Name

Type the last name of the participant you wish to invite to the meeting.

E-mail

Type the e-mail address of the participant you wish to invite to the meeting.

Terminal Type

Select whether your terminal is a PSTN or Mobile terminal, an IP (SIP) terminal or an IP (H.323) terminal.

Bandwidth

Select the required bandwidth rate from the drop-down list.

Save to my address book

Check to save the specified participant to the **Address Book** section. For more information, see the Address Book chapter.

Add

Click to add the specified participant to the meeting.

ATTENDEES SETTINGS TAB

In the **My Meetings** section, click the **Attendees Settings**.

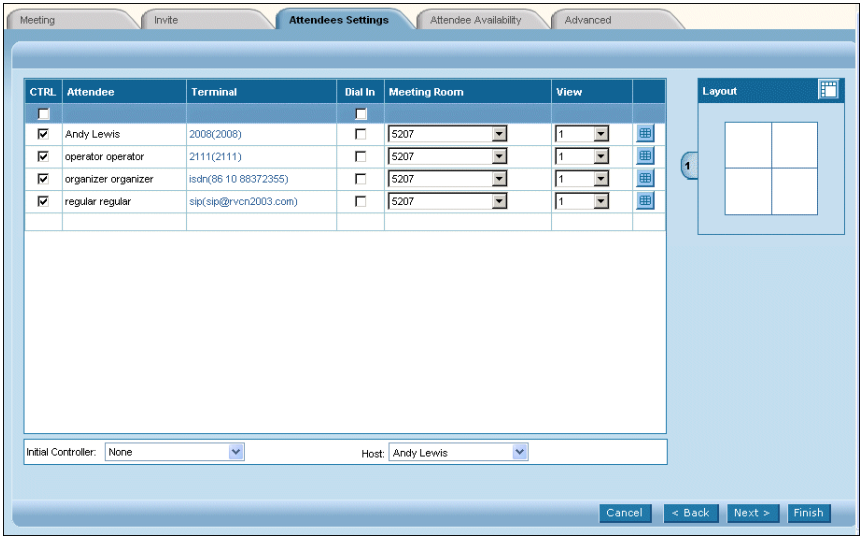

Figure 15-15 *My Meetings: Attendees Settings Tab*

CTRL

Check to grant the specified attendee meeting control privileges. Select the top checkbox to grant all attendees control privileges. If no attendees are granted control privileges, the Administrator and the Meeting Operator may perform in-meeting control.

Attendee

Displays the names of all attendees.

Terminal

Displays the user default terminal. If a user does not have a default terminal assigned, the word “Select” displays. Click to assign a terminal or to change an existing terminal assignment for this meeting only. The **Select Terminal** dialog box displays. For more information, see Modifying a Terminal Number on page 287.

PSTN ISDN

Check if a Dual IP/ISDN terminal is to be used as an ISDN connection for this meeting. Enabled only when the specified terminal is defined as a Dual IP/ISDN terminal.

Dial in

Specify which terminals can dial in to the meeting.

Meeting Room

If your terminal is a mobile unit, its location may change. To change location for this meeting only, select a different meeting room for this terminal from the drop-down list.

E-mail Address

Displays the attendee e-mail address.

View

Select from up to four available layouts for each participant, depending on which service is meeting type for this meeting.

Layout

Click the icon to change the current layout display. The **Select Layout** dialog box displays the available layouts, depending on which service is selected for this meeting. Select the required layout. The **Attendees Settings** tab updates immediately.

Change Layout

Drag and drop the icon into the required position in the video layout, as shown at Figure 15-16 on page 286. When you release the icon after positioning, the terminal name displays in the video layout position, as shown at Figure 15-17 on page 286. On joining a meeting, the participant views the video from the configured position.

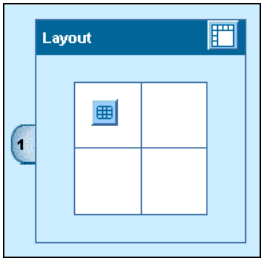

Figure 15-16 *Icon Positioned in Video Layout Display*

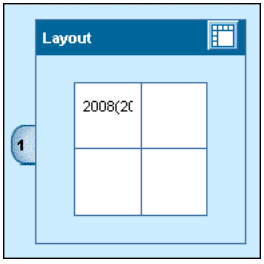

Figure 15-17 *Icon Released in Video Layout Display*

Initial Controller

Select an initial controller for this meeting from the drop-down list.

Host

Select a host for this meeting. The term “host” refers to the party requesting the meeting. Hosts are also frequently the party to whom the cost of the meeting will be billed.

Modifying a Terminal Number

Click an IP/ISDN number to modify a participant terminal number for this meeting only. The **Select Terminal** dialog box displays.

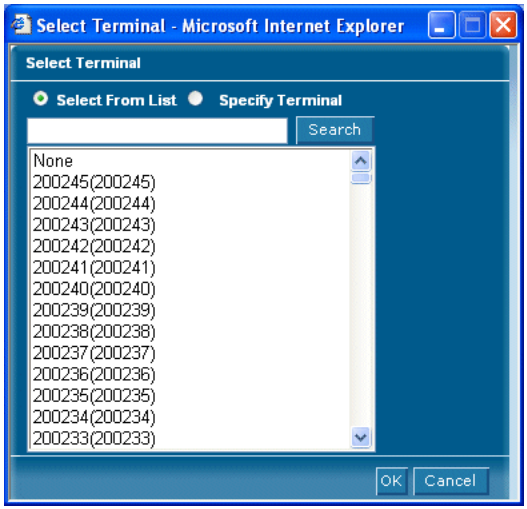

Figure 15-18 *Select Terminal Dialog Box*

Select a terminal from your organization, or add an external number. To add an external number, select **Specify Terminal**, type the required terminal name and click **OK**.

Attendee Availability Tab

After you have added all the required attendees to the **Selected Participants** list in the **Invite** tab, click the **Attendee Availability** tab.

The **Attendee Availability** tab displays availability for both attendees and meeting rooms. Attendees are indicated by “A” in the left column, rooms are indicated by “R”.

The **Attendee Availability** tab displays a four-week time period starting from the week of the scheduled meeting, and continuing for the next three weeks.

.

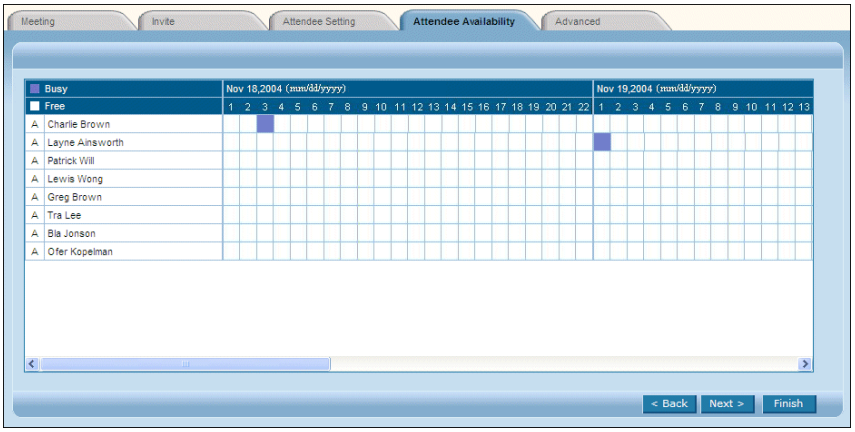

Figure 15-19 *My Meetings: Attendee Availability Tab*

ADVANCED TAB

In the **My Meetings** section, click the **Advanced** tab to display advanced meeting template configuration options.

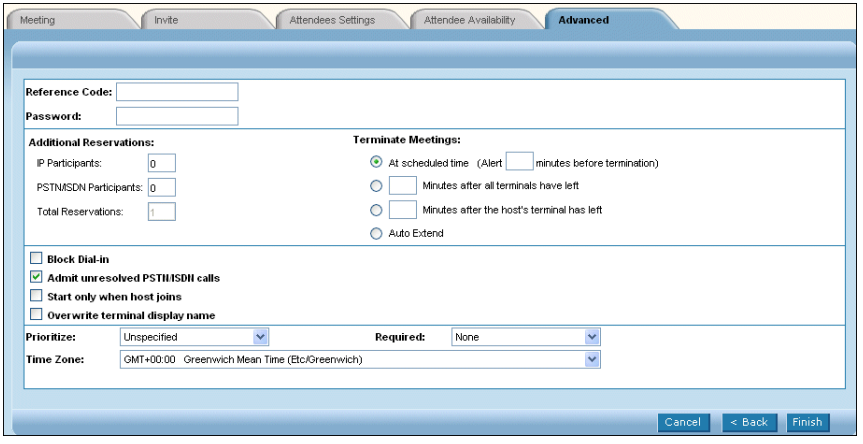

Figure 15-20 *My Meetings: Advanced Tab*

Reference Code

Type a reference code for the specified meeting.

Password

Type a password to make this meeting password-protected. The access password is required for all dial-in attendees.

Additional Reservations

Determine how many additional IP and ISDN participant reservations should be made by default when scheduling a meeting. Type the required values in the **IP Participants**, **PSTN/ISDN Participants** and **Total Reservations** fields.

Terminate Meetings

Select which parameters will be used to decide when a meeting should be terminated:

- **At scheduled time**—The meeting will terminate at the time defined in the meeting scheduling process.
- ***n* minutes after all terminals have left**—The meeting will terminate after the length of time configured here has passed since all terminals have left the meeting.
- ***n* minutes after the host's terminal has left**—The meeting will terminate after the length of time configured here has passed since the host terminal has left the meeting, even if other terminals are still in the meeting.

  The term “host” refers to the party requesting the meeting. Hosts are also frequently the party to whom the cost of the meeting will be billed.
- **Auto Extend**—The meeting will continue until terminated manually from the in-meeting control panel (see In-meeting Control on page 258), or until all terminals have left the session.

Block Dial-in

Check to prevent dial-in terminals from connecting to a meeting scheduled by the VMS by default.

Alert *n* minutes before terminate

Type the number of minutes’ warning a terminal should receive by default before a meeting is terminated.

Admit unresolved PSTN/ISDN calls

When checked, enables PSTN/ISDN terminals for which source information is not available to dial into a VMS-scheduled meeting. Unresolved terminals are allowed into the meeting if there are resources available (if extra PSTN/ISDN ports have been reserved or if an ISDN terminal has been deleted from the ongoing meeting).

When unchecked, unresolved PSTN/ISDN terminals will be rejected during authorization for dial-in calls.

Checked by default.

Start only when host joins

Check to prevent a meeting starting until the host has joined.

Overwrite terminal display name

Check to override the terminal display name. When checked, the terminal name overwrites the H.323 station name displayed as text overlay in the video image. The terminal name appears in both the VMS and Outlook displays. Unchecked by default.

Note The **Overwrite terminal display name** feature is supported by RADVISION MCU 3.6 and later only.

Prioritize

Determines which value should be selected by default when meetings are scheduled and/or meeting templates are created.

- **Bandwidth** causes the VMS to allocate resources to conserve bandwidth. In some cases, this may cause a meeting to be cascaded to conserve bandwidth, even though a single MCU is available which can host the meeting.
- **Delay** causes the VMS to allocate resources to ensure the best quality meeting.

Required

Select the resources that are required by default to confirm this meeting. For example, if you select **All Rooms**, the VMS will not allow a meeting to be scheduled unless all rooms are available at that time. When **None** is selected, the VMS confirms the network resources and advises the VMS of any conflicts among attendees, rooms or terminals.

Time Zone

Select the required time zone for this meeting.

Note The **Time Zone** option setting applies to the specified meeting only and does not change your user profile.

HISTORY TAB

In the **My Meetings** section, click the **History** tab. The **History** tab displays all past video meetings for the entire organization.

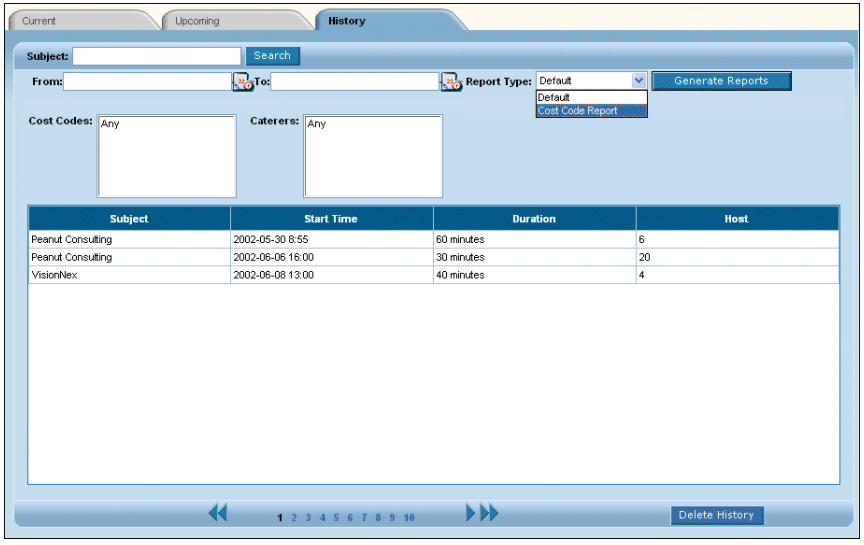

Figure 15-21 *My Meetings: History Tab*

Subject

Displays the meeting subject. Click to sort by subject.

Start Time

Displays the date and time the meeting started. Click to sort by start time.

Duration

Displays the meeting length in minutes. Click to sort by duration.

Host

Displays the name of the person who is specified as the host of the meeting. Click to sort by host.

Delete History

Click to delete all meetings from the **History** tab. Deleted meetings still appear in the billing and reporting statement for the user. Deleted meetings do not appear in search results for the **History** tab.

Searching for a Meeting

Subject

Type the full or partial subject of the meeting for which you are searching.

Search

Click to perform a meeting search.

Creating Reports

From

Click the calendar to choose a date.

To

Click the calendar to choose a date.

Generate Reports

Click to generate a report in *.xls* format about all upcoming meetings scheduled between the selected dates. Save and view with Microsoft Excel. The report contains the following information about each meeting:

- Master meeting ID
- Slave meeting ID
- VMS meeting ID
- Subject

- Meeting type (audio/video)
- Reference code
- Start time including date and time zone information
- Duration
- Meeting rooms
- Organizer name
- Service prefix
- Services
- MCU name(s)
- Total number of terminals
- Number of extra IP ports reserved
- Number of extra ISDN ports reserved
- Number of dial-in IP terminals
- Number of dial-out IP terminals
- Number of dial-in ISDN terminals
- Number of dial-out ISDN terminals
- Gateway(s) used

Viewing Meeting Details

In the **Subject** column of the **History** tab, click the entry you wish to view. The **Meeting Detail** screen displays. The **Meeting Detail** screen includes the following tabs:

- Meeting Tab
- Invite Tab
- Attendees Settings Tab
- Advanced Tab

Each of the tabs displays the settings configured for all past meetings, as described in the Meeting Tab, Invite Tab, Attendees Settings Tab and Advanced Tab sections of the **Upcoming** tab. For more information, see Modifying Meetings on page 278.

16

ADDRESS BOOK

WHO SHOULD READ THIS CHAPTER

This chapter is relevant to

- VMS Pro Organization Administrators
- VMS Organization Administrators
- VMS Organization Meeting Operators
- VMS Organization Meeting Organizers

BASICS

The **Address Book** section displays all your personal and public contacts including all video meetings currently in progress, as well as records of upcoming and past meetings. The **Address Book** section contains the following tabs:

- Private Tab
- Public Tab
- My Groups Tab

Note Sony endpoints can automatically import details of all users listed in the VMS via the endpoint **Phone Book** menu.

PRIVATE TAB

In the **Address Book** section, click the **Private** tab. The **Private** tab lists all your personal contacts.

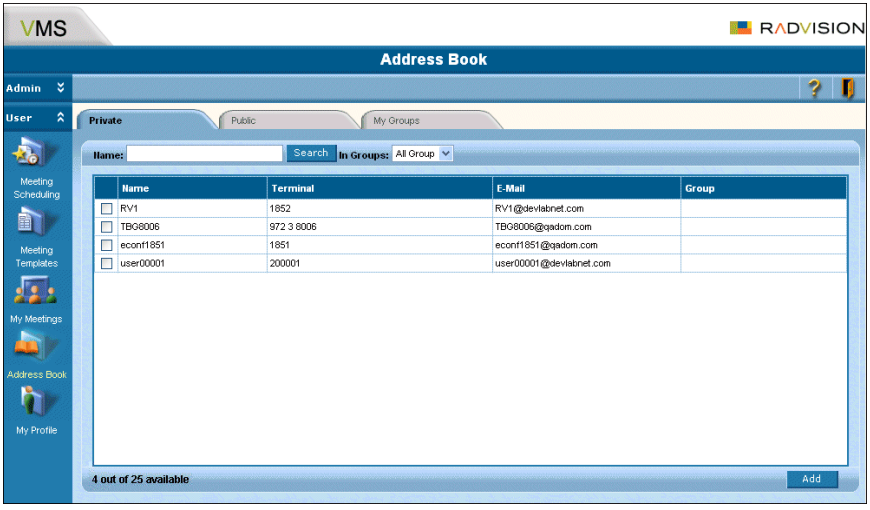

Figure 16-1 *Address Book: Private Tab*

Name

Displays the contact name. Click to order entries by name.

Terminal

Displays the contact terminal. Click to order entries by terminal.

E-Mail

Displays the contact e-mail address. Click to order entries by e-mail address.

Group

Displays the name of the group to which the contact belongs.

Status Bar

The lower status bar displays the current number of entries in the **Private** tab and the maximum number of records allowed per user, as defined in the **Max records per user** field in the **Look and Feel** tab of the **Organization Settings** section. For more information, see Enable Personal Address Book on page 154.

Add

Click to add a new contact. For more information, see Adding a Contact on page 297.

ADDING A CONTACT

Click **Add** to display the **Add Contact** dialog box.

Note You are not allowed to create two records with the same first name, last name, e-mail address and phone number.

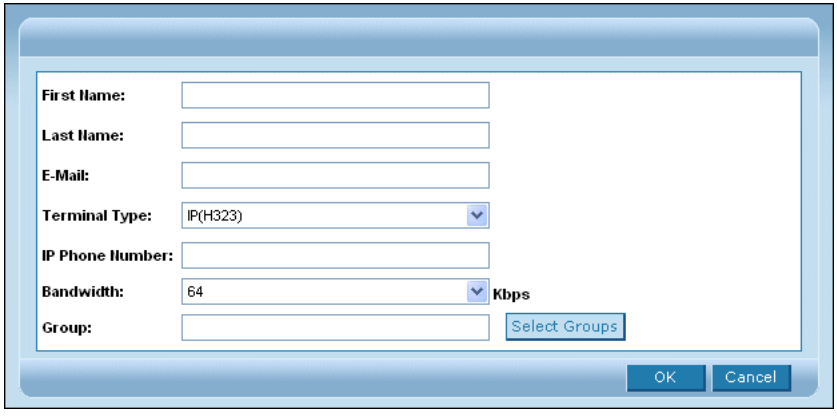

Figure 16-2 *Add Contact Dialog Box*

First Name

Type the first name of the new contact.

Last Name

Type the last name of the new contact.

E-Mail

Type the e-mail address of the new contact.

Note You may leave the **E-Mail** field empty if you provide a number in the telephone number fields below.

Terminal Type

Select whether your terminal is an IP (SIP) terminal, an IP (H.323) terminal, an ISDN (H.320) terminal or a Dual (H.320 and H.323) terminal.

IP Phone Number

Type the E.164 number of the new terminal (available only when **IP(H323)** or **Dual(H320 and H323)** are selected in the **Terminal Type** field).

Note In a multi-zone dialing plan, if the terminal is registered to a gatekeeper that is not configured to strip prefixes, it is necessary to append the zone prefix to the E.164 number.

ISDN Phone Number

Type the ISDN phone number of the terminal in the appropriate fields (available only when **ISDN(H320)** or **Dual(H320 and H323)** are selected in the **Terminal Type** field).

Note You may leave the telephone number fields empty if you provide an e-mail address in the **E-Mail** field above.

Country Code

Type the international access code of the ISDN terminal (available only when **ISDN(H320)** or **Dual(H320 and H323)** are selected in the **Terminal Type** field).

Area Code

Type the local area code of the ISDN terminal (available only when **ISDN(H320)** or **Dual(H320 and H323)** are selected in the **Terminal Type** field).

Warning If the first digit of the local area code is 0, do not type the 0.

Number

Type the ISDN phone number of the terminal without any dashes or spaces (available only when **ISDN(H320)** or **Dual(H320 and H323)** are selected in the **Terminal Type** field).

Bandwidth

Type the maximum speed of the terminal connection to the network used for video meetings (available only when **IP(H323)**, **IP(SIP)** or **Dual(H320 and H323)** are selected in the **Terminal Type** field). This figure is used to confirm terminal capacity for meeting participation and for rate-matching services.

ISDN Bandwidth

Type the maximum speed of the ISDN terminal connection to the network used for video meetings (available only when **ISDN(H323)** or **Dual(H320 and H.323)** are selected in the **Terminal Type** field).

Restricted Mode

Check to follow the convention of using multiples of 56 Kbps instead of multiples of 64 Kbps (available only when **ISDN(H323)** or **Dual(H320 and H.323)** are selected in the **Terminal Type** field).

Group

Type the name of the group with which you want to associate the contact, or click **Select Groups** to display the **Select Groups** dialog box.

MODIFYING/DELETING A CONTACT

To modify a contact

1. In the **Name** column of the **Private** tab, click the required contact. The **Modify Contact** dialog box displays.
2. Modify the relevant settings, then click **OK**.

To delete a contact

- In the **Name** column of the **Private** tab, select the checkbox next to the contact you wish to delete, then click **Delete**.

  The contact is permanently removed from your private address book.

PUBLIC TAB

In the **Address Book** section, click the **Public** tab. The **Public** tab lists all your public contacts.

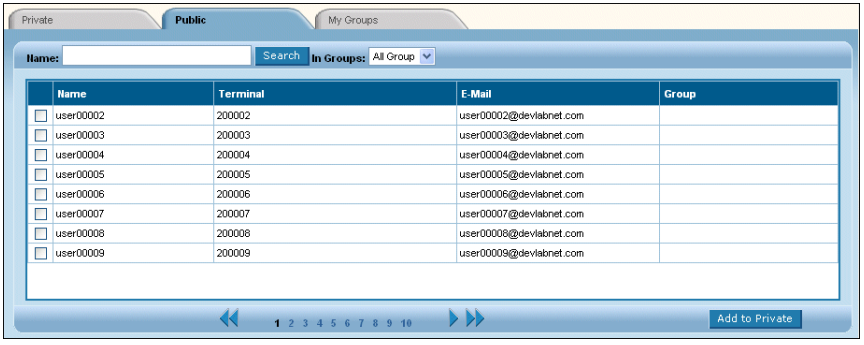

Figure 16-3 *Address Book: Public Tab*

Name

Displays the contact name. Click to order entries by name.

Terminal

Displays the contact terminal. Click to order entries by terminal.

E-Mail

Displays the contact e-mail address. Click to order entries by e-mail address.

Group

Displays the name of the group to which the contact belongs.

Add to Private

In the **Name** column, select the checkbox next to the contact you wish to add to the **Private** tab, then click **Add to Private**. The contact is added to the **Private** tab but also remains in the **Public** tab.

My Groups Tab

In the **Address Book** section, click the **My Groups** tab. The **My Groups** tab lists all your group contacts.

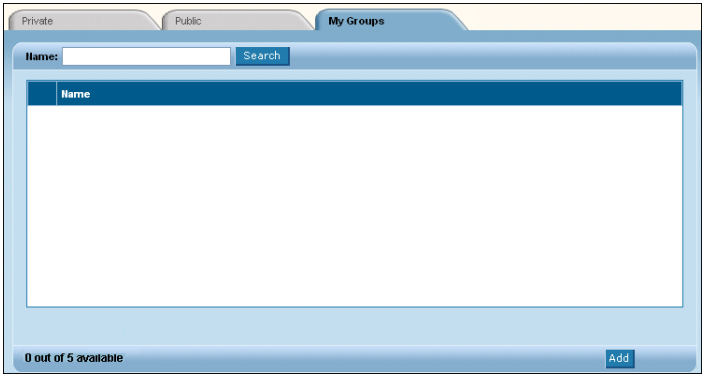

Figure 16-4 *Address Book: My Groups Tab*

Searching for a Group

Name

Type the full or partial name of the group for which you are searching. Click to order entries by name.

Search

Click to perform a group search.

Status Bar

The lower status bar displays the current number of entries in the **Private** tab and the maximum number of records allowed per user, as defined in the **Max groups per user** field in the **Look and Feel** tab of the **Organization Settings** section. For more information, see Enable Personal Address Book on page 154.

Adding a Group

Click **Add**. The **Add Group** dialog box displays.

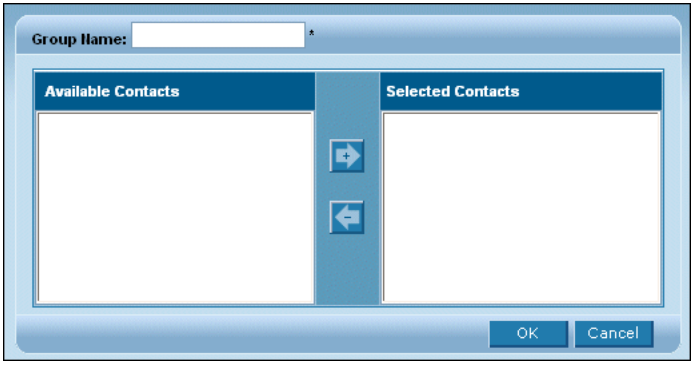

Figure 16-5 *Add Group Dialog Box*

Group Name

Type the name of the group, then click **OK**.

Select required contacts and click the "+" button to include these contacts in the group, then click **OK**.

Modifying/Deleting Groups

To modify a group

1. In the **Group Name** column of the **Groups** tab, click the entry you wish to modify. The **Modify Group** dialog box displays.
2. Modify which users are included in the specified group, then click **OK**.

To delete a group

- In the **Group Name** column of the **Groups** tab, select the checkbox next to the entry you wish to delete, then click **Delete**.

17

MY PROFILE

WHO SHOULD READ THIS CHAPTER

This chapter is relevant to

- VMS Pro Service Provider Administrators
- VMS Pro Organization Administrators
- VMS Organization Administrators
- VMS Organization Meeting Operators
- VMS Organization Meeting Organizers
- VMS Organization Regular Users

BASICS

The **My Profile** section displays your personal profile, including security credentials, service access, and default time zone and terminal settings.

The **My Profile** section contains the following tabs:

- My Info Tab
- My Preferences Tab

Note Password, e-mail, telephone and time zone settings may not be changed by users in the **My Profile** section if those settings are stored in an external directory server.

MY INFO TAB

In the **My Profile** section, click the **My Info** tab to display your own user profile settings.

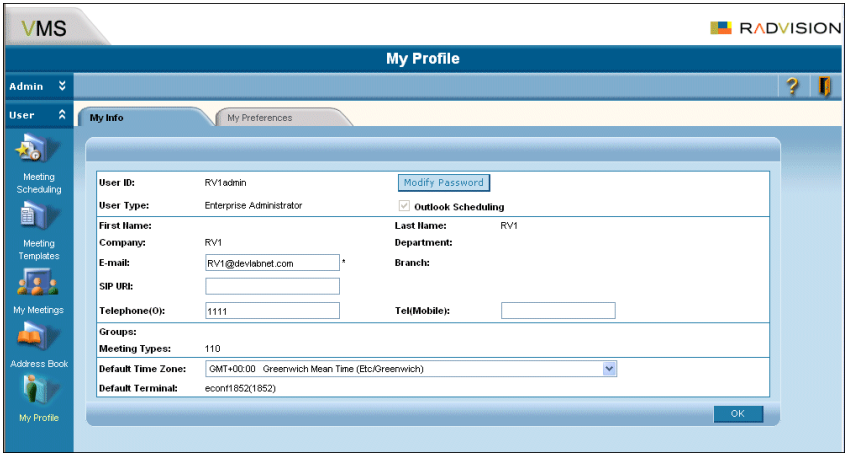

Figure 17-1 *My Profile: My Info Tab*

User ID

Displays your user ID.

Modify Password

Click to modify your password. The **Change Password** dialog box displays.

User Type

Displays your user type.

Outlook Scheduling

Indicates whether or not your profile allows you to schedule meetings via the Microsoft Outlook calendar.

Note VMS Light does not support Outlook scheduling.

First Name

Displays the first name of your user profile.

Last Name

Displays the last name of your user profile.

Company

Displays your company name.

Department

Displays your company department name.

E-mail

Displays your e-mail address. You may modify your e-mail address by typing in the **E-mail** field.

Branch

Displays your branch name.

Telephone number and addressing information

Displays your ISDN, H.323 or SIP telephone information where relevant. You may modify all telephone number and addressing information by typing in the relevant fields.

Groups

Displays the groups to which you belong.

Meeting Types

Displays all the meeting types you are currently using.

Default Time Zone

Select the required time at which your meeting will commence.

Default Terminal

Displays the default terminal.

Remember You may modify password, e-mail and telephone settings as required, then click **OK**. Other settings may be modified via the **User Management** section by Organization Administrators only.

MY PREFERENCES TAB

In the **My Profile** section, click the **My Preferences** tab to display your user profile meeting and browser-related settings.

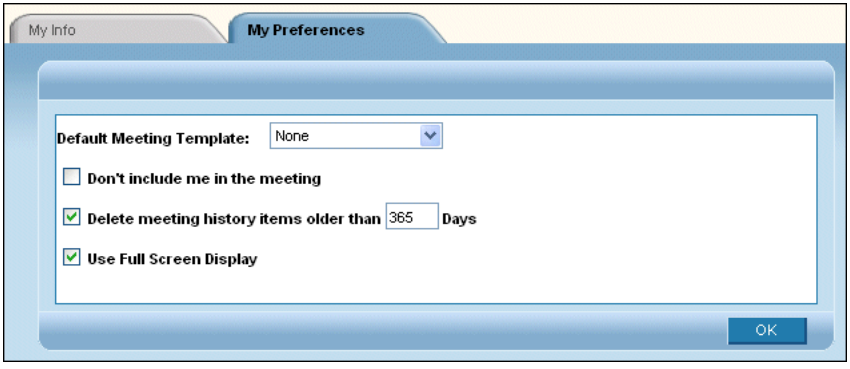

Figure 17-2 *My Profile: My Preferences Tab*

Default Meeting Template

Select the required meeting template from the drop-down list (unavailable to Regular Users).

Don't include me in the meeting

When unchecked before creating a new meeting template or scheduling a meeting without a meeting template, the Meeting Organizer is automatically added to the top of the **Selected Participants** list in the **Invite** tab of the **Meeting Scheduling** section. You may then manually remove the Meeting Organizer from the **Selected Participants** list.

When checked before creating a new meeting template or scheduling a meeting without a meeting template, the Meeting Organizer is not added to the **Selected Participants** list. You may manually add the Meeting Organizer to the list.

Unchecked by default. The **Don't include me in the meeting option** is unavailable to Regular Users.

Delete meeting history items older than *n* Days

Check to set a time limit (in days) after which all past meetings are deleted from the database.

Use Full Screen Display

When checked, only a window frame with no menu or title bar displays in your browser. When unchecked, the regular browser view displays. Checked by default.

Note Click **OK** to activate a change to the **Use Full Screen Display** setting. Your screen display will change immediately.

When a VMS Pro Service Provider Administrator modifies this option, the display mode selected becomes the default setting for the VMS Pro Service Provider Administrator only.

When a VMS Organization Administrator modifies this option via the **Look and Feel** tab in the **Organization Settings** section, the display mode selected by the Organization Administrator becomes the default setting for all organization users who have not yet selected a screen display mode preference. The display mode selected by the Organization Administrator is automatically activated the next time that an organization user logs in.

When a VMS Organization user modifies this option, the display mode selected becomes the default setting for that user only.

OK

Click to activate the settings configured in the **My Preferences** tab.

APPENDICES

APPENDIX A

VMS OUTLOOK CLIENT

WHAT'S IN THIS APPENDIX

The VMS Outlook Client is a separately licensed add-in for Microsoft™ Outlook 2000 (with Service Pack 3), Microsoft 2002 (Outlook XP), or Outlook 2003 that allows users to schedule a meeting via the Outlook appointment form interface instead of the VMS web interface.

Note VMS Light does not support Outlook scheduling.

This appendix introduces the VMS Outlook Client and discusses its installation and configuration, including:

- System Requirements
- Installing the VMS Outlook Client
- Configuring VMS Properties
- Scheduling Audio/Video Meetings
- Additional VMS Outlook Client Functions

System Requirements

- Microsoft Exchange 2000 Server or 2003 Server®.
- A dedicated e-mail account for receiving meeting accept and decline messages.
- Client: Microsoft Outlook 2000 (with Service Pack 3), Microsoft 2002 (Outlook XP), or Outlook 2003. A server running an installed VMS.

Note For support for Microsoft Outlook 2000 running on Windows 2003, refer to Microsoft Knowledge Base number 217640.

Installing the VMS Outlook Client

The VMS Outlook Client must be installed on each individual client computer.

Note Ensure that you have the appropriate VMS license to allow working with the VMS Outlook Client.

Before You Begin

Before installing the VMS Outlook Client, perform the following:

- Shut down Microsoft Outlook and all other applications running on your computer.
- If running Outlook 2000, install Microsoft Office 2000 Service Pack 3.

  The service pack updates Outlook and enables modification of recurring meetings with the VMS Outlook Client.
- Ensure that the **Outlook Scheduling** option is selected in the **My Info** tab of the VMS **My Profile** section of the VMS user interface.

  Access your user profile via the VMS web interface using the VMS credentials received from your system administrator.

Note The user ID, e-mail address and password settings that you configure in the **My Profile** section of the VMS must be identical to the settings configured in the Outlook server. Using an external directory server removes the need for this synchronization.

To install the VMS Outlook Client on your computer

1. Run the *VMS_outlook_addon_setup.msi* file.
   The **VMS Outlook Integration Setup** dialog box displays.

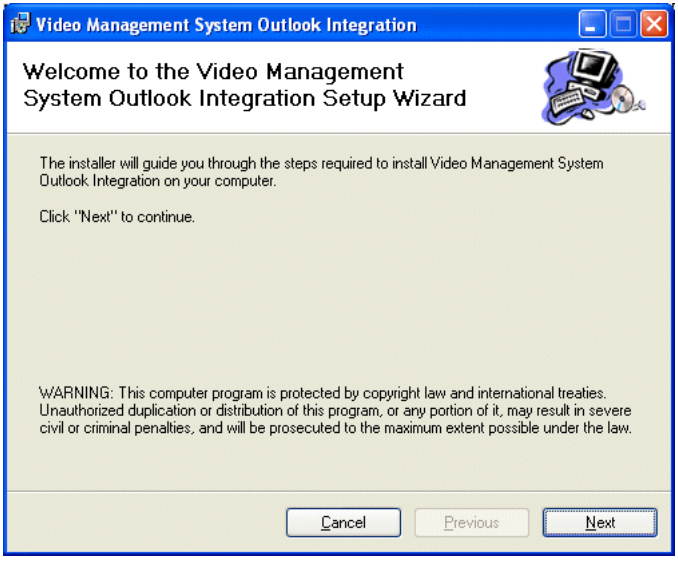
Video Management System Outlook Integration
Welcome to the Video Management System Outlook Integration Setup Wizard
The installer will guide you through the steps required to install Video Management System Outlook Integration on your computer.
Click "Next" to continue.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
Previous
Next

Figure A-1 *VMS Outlook Integration Setup Dialog Box*

2. Click **Next** to begin installation.
   The **Select Installation Folder** dialog box displays.

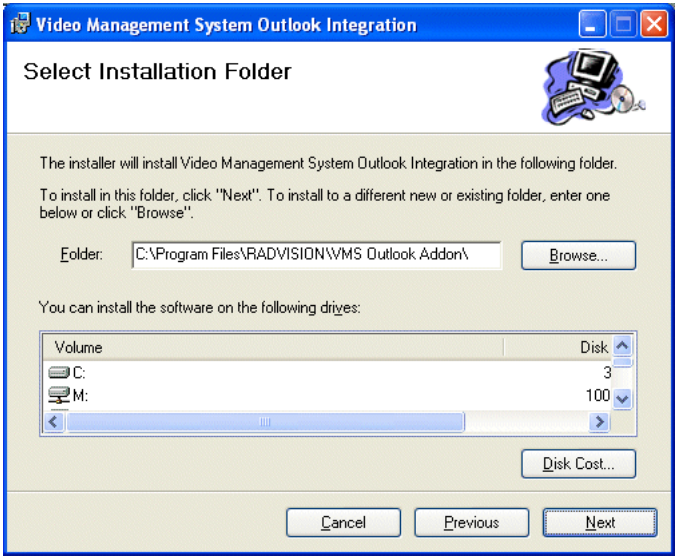

Figure A-2 *Select Installation Folder Dialog Box*

3. Click **Next** to begin installation to the default directory, or click **Browse** to select a new location for installation and then click **Next**.

   The **Confirm Installation** screen displays.

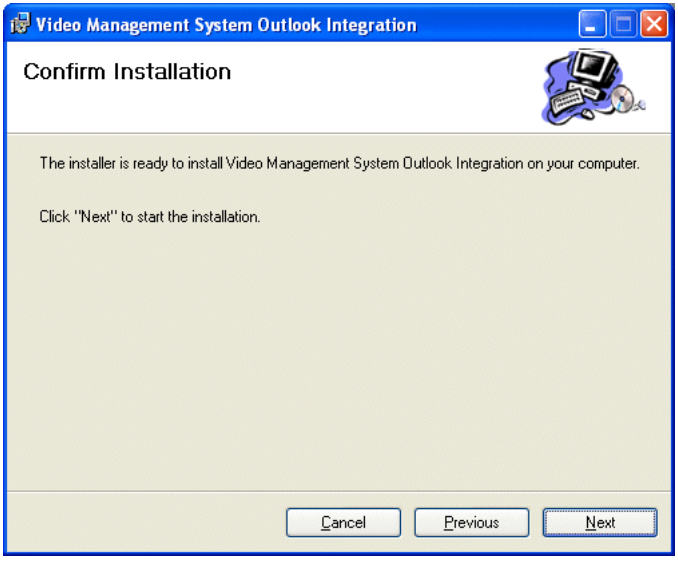
Video Management System Outlook Integration
Confirm Installation
The installer is ready to install Video Management System Outlook Integration on your computer.
Click "Next" to start the installation.
Cancel
Previous
Next

Figure A-3 *Confirm Installation Screen*

4. Click **Next**.
   The installation status screen displays.

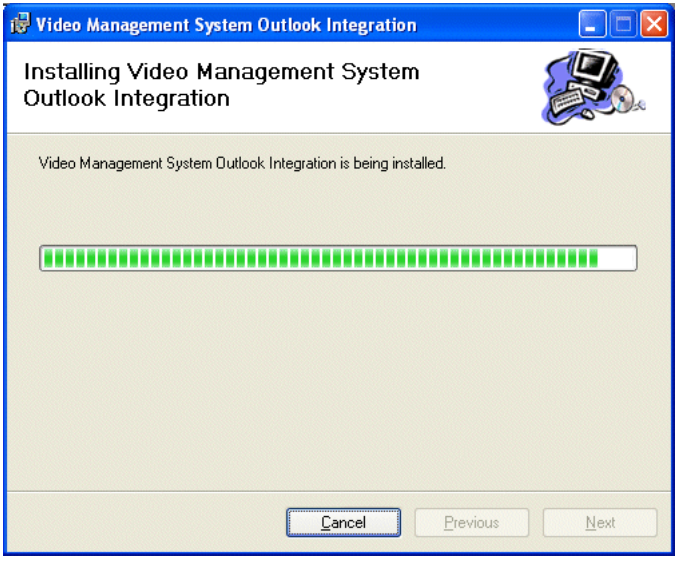

Figure A-4 *Installation Status Screen*

When installation is complete, the **Installation Complete** screen displays.

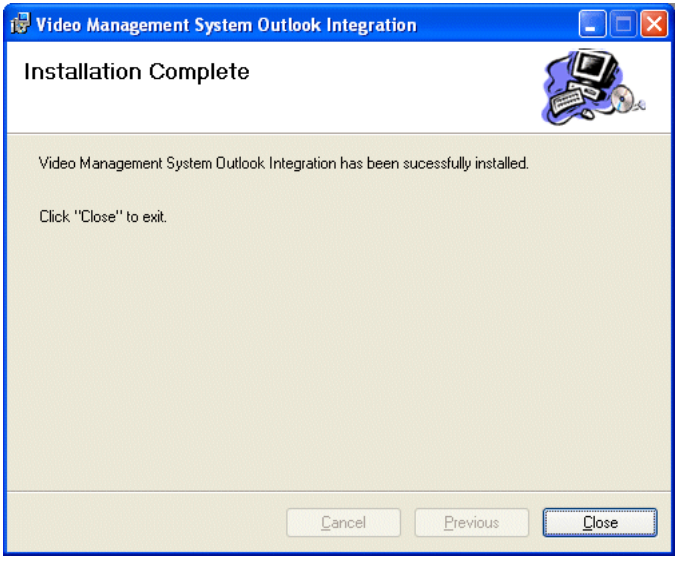

Figure A-5 *Installation Complete Screen*

5. Click **Close** to exit.

CONFIGURING VMS PROPERTIES

To configure VMS properties

1. Start Microsoft Outlook.
2. In the **Tools** menu, select **Options** and then click the **Meetings** tab to finish setting up your Outlook scheduling client for VMS.

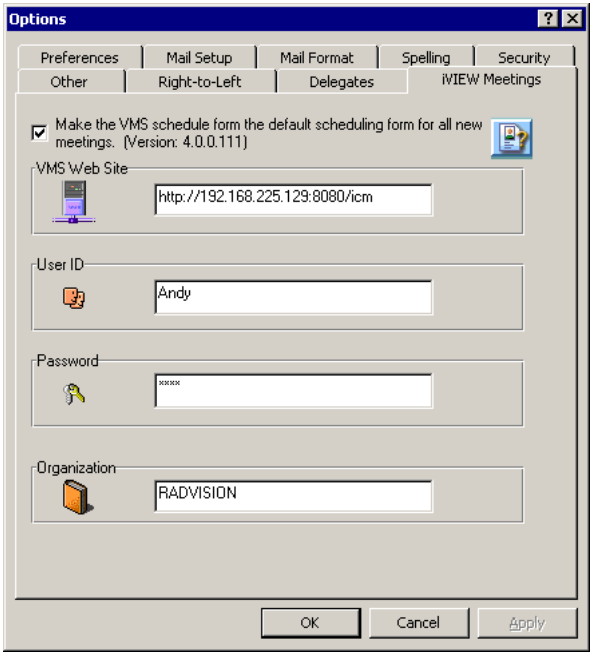

Figure A-6 *Meetings Tab*

3. Check the **Make the VMS schedule form the default scheduling form for all new meetings** option to insert the

VMS video meeting scheduling form into your Outlook appointment form.

If unchecked, the Outlook appointment form remains the default form and a VMS icon appears in the Outlook calendar tool bar. To schedule video meetings, click the VMS icon to display the VMS appointment form.

4. Type the URL of your VMS server in the **VMS Web Site** field.
5. Type your VMS user ID in the **User ID** field.
6. Type your VMS user password in the **Password** field.
7. Type your organization login ID in the **Organization** field and click **OK**.
8. Verify that a VMS icon appears in your calendar toolbar.
9. Verify that the **Video Management System Outlook Integration** program appears in the **Add/Remove Programs** list of the Windows Control Panel.

   You are now ready to schedule video meetings with the VMS Outlook Client.

Note The Outlook add-on module continues to run after you close your Outlook application.

Note When a user account is created by a system administrator in the VMS, the user receives an e-mail containing the VMS server URL, individual VMS user ID, password, and organization login ID. Users who do not receive this information (or need additional information) should contact their system administrator.

SCHEDULING AUDIO/VIDEO MEETINGS

Open your Microsoft Outlook calendar. The VMS Outlook appointment form may be accessed in two ways:

- If configured as the default form, open a new appointment.
- If not configured as the default form, click the VMS icon in your calendar toolbar.

The appointment form displays with the following tabs:

- Appointment Tab—Unchanged functionality.
- Rich Media Tab—Allows you to add audio/video meeting reservation to the appointment as required.
- Scheduling Tab—Unchanged functionality.

APPOINTMENT TAB

Select the **Appointment** tab to create your appointment in Outlook in the usual way.

Note There may be slight variations between the screen options described in this section and the options appearing in the specific Outlook version you are using.

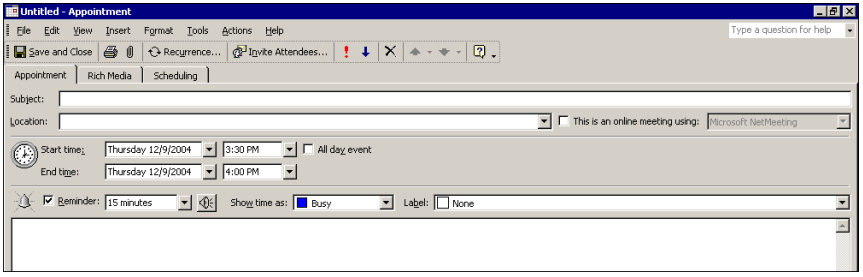

Figure A-7 *Appointment Tab*

The following should be set before proceeding to the **Rich Media** tab:

To

Click to add meeting attendees. A Microsoft Outlook security message may appear warning that a program is trying to access e-mail addresses you have stored in Outlook may appear. To cancel the security message, refer to the relevant Microsoft documentation or contact RADVISION Customer Support at www.radvision.com. Click **Yes** to continue.

Subject

Type the meeting topic or title. This will appear in all notifications.

Location

Type the meeting location. This will appear in all notifications.

Start Time

Type the required meeting start time. This will appear in all notifications.

Note You can create ad hoc meetings by scheduling a meeting to begin immediately (by setting the **Start Time** field to the current time), or within 10 minutes of the current time. Press **Send** in the **Rich Media** tab to initiate an ad hoc meeting.

If you schedule a meeting to start within ten minutes of the current time, you will receive the following message:

> "You have scheduled a meeting to begin within 10 minutes of the current time. Would you like to begin the meeting now?"

Clicking **Yes** prompts the following message:

> "No MCU resources will be reserved for these terminals. If you need to add more participants or require MCU functionality, click Cancel. Otherwise click OK."

Clicking **Yes** creates an immediate ad hoc point-to-point audio/video meeting.

Note To preview attendee availability for the time of the meeting, select the Outlook **Scheduling** tab. Meeting room or terminal availability may also be shown depending on your local Outlook Exchange environment.

End Time

Type the required meeting termination time. This will appear in all notifications.

Recurrence

Click to schedule a daily, weekly, or monthly video meeting.

Note The VMS does not support the scheduling of yearly appointments.

RICH MEDIA TAB

Select the **Rich Media** tab to reserve audio/video meeting resources via the VMS for this appointment.

The Rich Media tab includes the following sections:

- Attendees Settings
- Attendees Settings (Non Video Conference)
- Advanced
- Advanced (Non Video Conference)

Note The **Rich Media** tab remains empty until the **This is an online rich media meeting** option is checked.

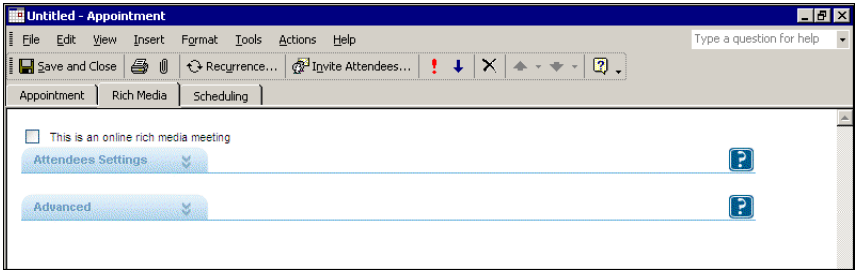

Figure A-8 *Rich Media Tab—Empty*

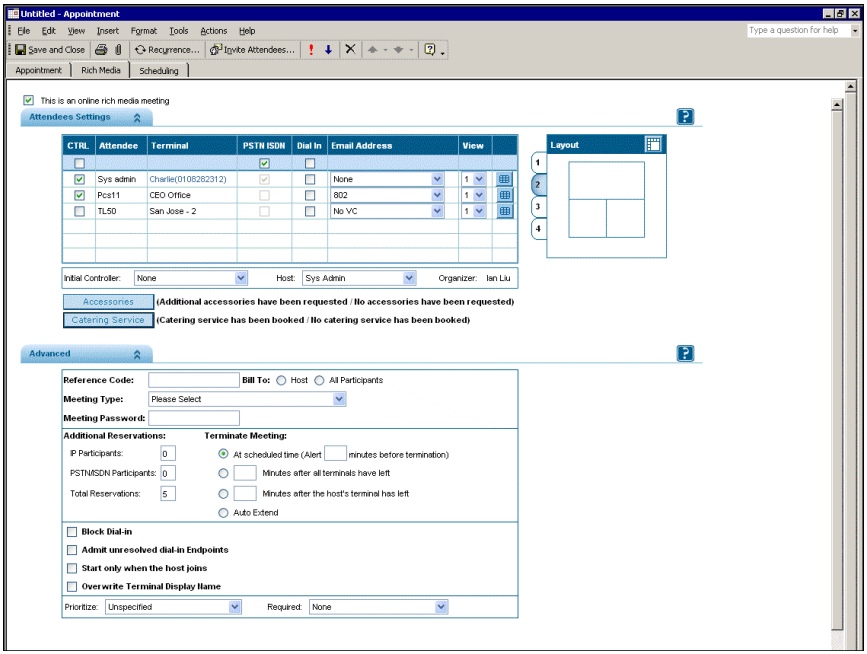

Figure A-9 *Rich Media Tab—Configured*

ATTENDEES SETTINGS

The **Attendees Settings** section of the **Rich Media** tab allows the Meeting Organizer to assign roles and responsibilities to audio/video meeting attendees. Meeting Organizers can also use this section to assign terminals to attendees, select meeting rooms, and select the initial video layout that attendees will see when they join the meeting.

CTRL

Check to grant the specified attendee meeting control privileges. Select the top checkbox to grant all attendees control privileges. If no attendees are granted control privileges, the Administrator and the Meeting Operator may perform in-meeting control.

Attendee

Displays the names of all attendees.

Terminal

Displays the user default terminal. If a user does not have a default terminal assigned, the word **Select** displays. Click to assign a terminal or to change an existing terminal assignment for this meeting only. The **Select Terminal** dialog box displays. For more information, see Modifying a Terminal Number on page 335.

PSTN ISDN

Check if a Dual IP/ISDN terminal is to be used as an ISDN connection for this meeting. Enabled only when the specified terminal is defined as a Dual IP/ISDN terminal.

Dial in

Specify which terminals can dial in to the meeting.

Meeting Room

If your terminal is a mobile unit, its location may change. To change location for this meeting only, select a different meeting room for this terminal from the drop-down list.

E-mail Address

Displays the attendee e-mail address.

View

Select from up to four available layouts for each participant, depending on which meeting type is selected for this meeting.

Layout

Click the icon to change the current layout display. The **Select Layout** dialog box displays the available layouts, depending on which meeting type is selected for this meeting. Select the required layout. The **Attendees Settings** section updates immediately.

Change Layout

Drag and drop the icon into the required position in the video layout, as shown at Figure A-10. When you release the icon after positioning, the terminal name displays in the video layout position, as shown at Figure A-11. On joining a meeting, the participant views the video from the configured position.

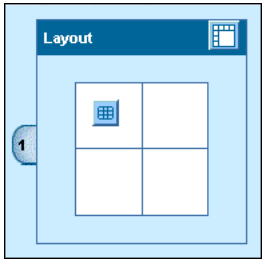

Figure A-10 *Icon Positioned in Video Layout Display*

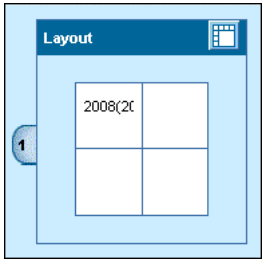

Figure A-11 *Icon Released in Video Layout Display*

Initial Controller

Select an initial controller for this meeting from the drop-down list.

Host

Select a host for this meeting. The term “host” refers to the party requesting the meeting. Hosts are also frequently the party to whom the cost of the meeting will be billed.

Organizer

Displays the organizer of the meeting.

SCHEDULING ACCESSORIES

The **Accessories** option enables you to view and modify current accessories settings. The options available in the user interface vary according to whether you are:

- Scheduling accessories for a recurring meeting
- Scheduling accessories for any meeting with one meeting room only
- Scheduling accessories for any meeting with more than one meeting room

Note If additional shared accessories are requested for any of the meeting rooms in a meeting, "Additional accessories have been requested" displays next to the **Accessories** button. If no additional shared accessories are requested, "No accessories have been requested" appears.

SCHEDULING ACCESSORIES FOR A RECURRING MEETING

Click the **Accessories** button. The **Recurring Accessories Request** dialog box displays.

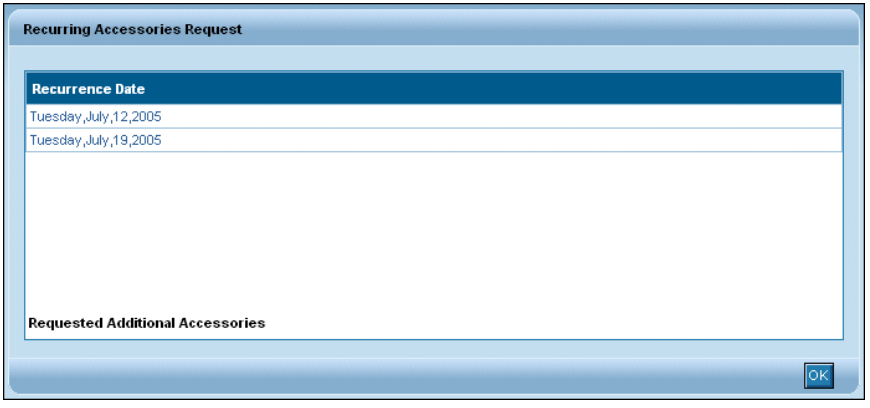

Figure A-12 *Recurring Accessories Request Dialog Box*

The **Recurring Accessories Request** dialog box displays all recurring meetings in date order beginning with the most recent. An asterisk next to a date indicates that accessories have been requested for that meeting instance.

Click the required date.

- If you are scheduling a recurring meeting with a single meeting room, the **Meeting Accessories** dialog box displays. See Scheduling accessories for any meeting with one meeting room only on page 329.
- If you are scheduling a recurring meeting with more than one meeting room, the **Meeting Rooms Accessories** screen displays. See Scheduling accessories for any meeting with more than one meeting room on page 330.

SCHEDULING ACCESSORIES FOR ANY MEETING WITH ONE MEETING ROOM ONLY

The **Meeting Accessories** dialog box displays the list of accessories in the meeting room that are not portable (portable accessories can be shared between meeting rooms), and enables you to select additional accessories.

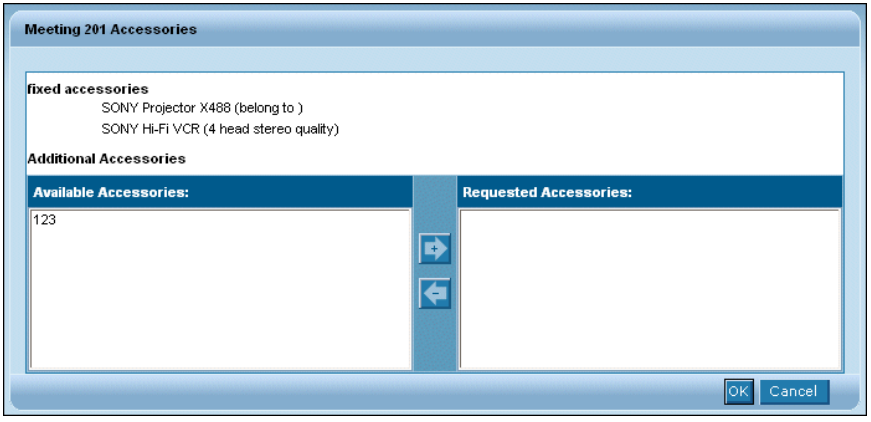

Figure A-13 *Meeting Accessories Dialog Box*

Available Accessories

Displays the available accessories for this meeting room. Use the right-pointing arrow to select a caterer.

Requested Accessories

Displays the accessories already requested for this meeting room. Use the left-pointing arrow to remove a caterer from the list.

Scheduling accessories for any meeting with more than one meeting room

Click the **Accessories** button. The **Meeting Rooms Accessories** dialog box displays.

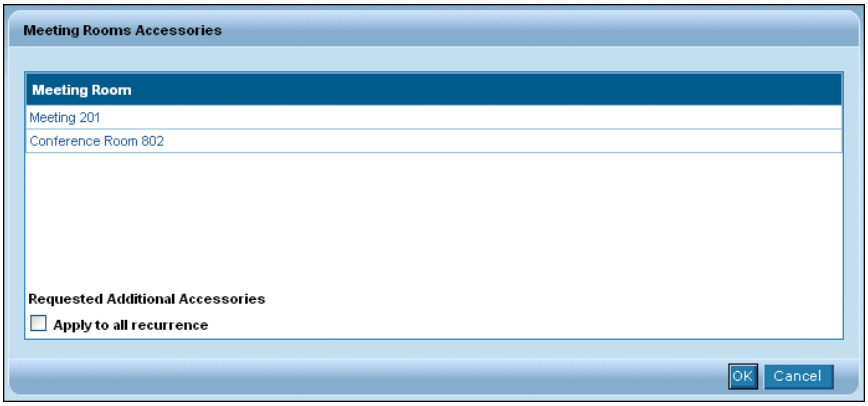

Figure A-14 *Meeting Rooms Accessories Dialog Box*

The **Meeting Rooms Accessories** dialog box displays a list of all the meeting rooms used in your meeting. Click the required meeting room to display the **Meeting Accessories** dialog box and see Scheduling accessories for any meeting with one meeting room only on page 329 for more information.

Scheduling Catering Services

The **Catering Service** option enables you to view catering settings. The options available in the user interface vary according to whether you are:

- Scheduling catering for a recurring meeting
- Scheduling catering for any meeting with one meeting room only
- Scheduling catering for any meeting with more than one meeting room

---

Note If a catering service is configured for any of the meeting rooms in a meeting, “Catering service has been booked” displays next to the **Catering Service** button. If no catering service has been configured, “No catering service has been booked” appears.

Scheduling catering for a recurring meeting

Click the **Catering Service** button. The **Recurring Catering Service** dialog box displays.

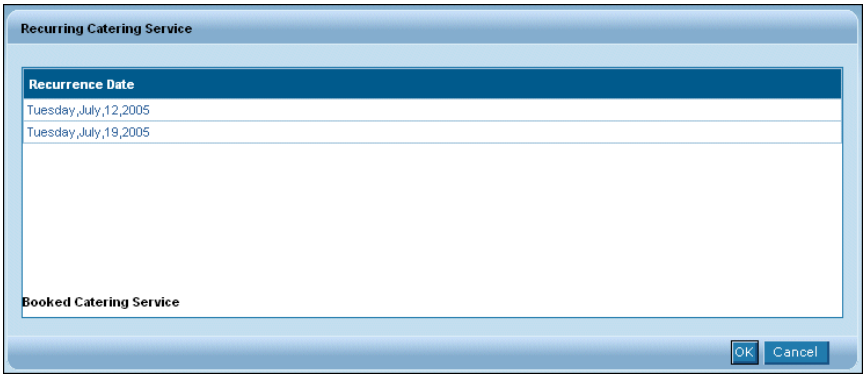

Figure A-15 *Recurring Catering Service Dialog Box*

The **Recurring Catering Service** dialog box displays all recurring meetings in date order beginning with the most recent. An asterisk next to a date indicates that accessories have also been requested for that meeting instance.

Click the required date.

- If you are scheduling a recurring meeting with a single meeting room, the **Caterer Selection** tab displays. See Scheduling catering for any meeting with one meeting room only on page 331.
- If you are scheduling a recurring meeting with more than one meeting room, the **Meeting Room Caterers** screen displays. See Scheduling catering for any meeting with more than one meeting room on page 334.

SCHEDULING CATERING FOR ANY MEETING WITH ONE MEETING ROOM ONLY

The meeting room catering service interface contains the following tabs:

- Caterer Selection
- Menu Selection
- Summary

CATERER SELECTION

The **Caterer Selection** tab includes the following options.

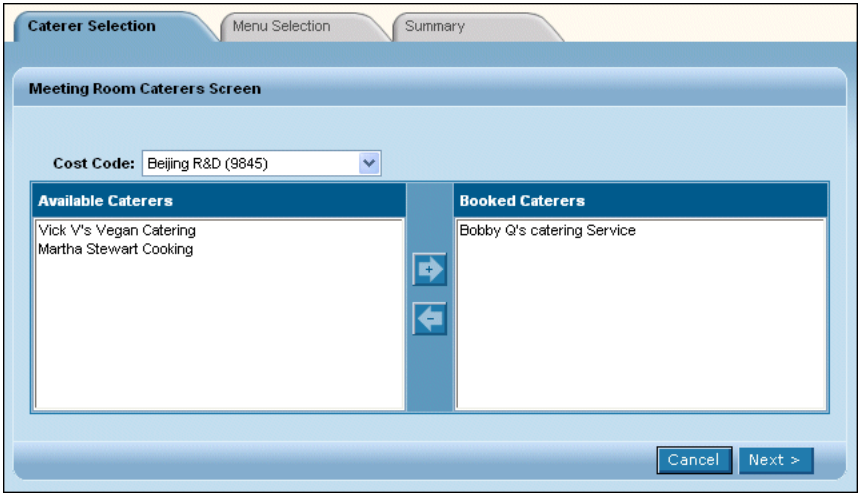

Figure A-16 *Caterer Selection Tab*

Cost Code

Select a cost code from the drop-down list. The drop-down list contains all codes available to the meeting participants. If the **Enable Cost Code** option in the **Default User Settings** tab of the **Organization Settings** section is unchecked, this field is disabled and the **Available Caterers** list displays all caterers configured for the organization.

Available Caterers

Displays the available caterers for this meeting as determined by the selected cost code. Use the right-pointing arrow to select a caterer.

Booked Caterers

Displays the caterers already booked for this meeting. Use the left-pointing arrow to remove a caterer from the list. Booking a caterer disables the **Cost Code** option and prevents you assigning more than one cost code to a meeting room.

MENU SELECTION

The **Menu Selection** tab displays a list of all caterers selected for the meeting room, the full menu of items per caterer. All delivery and collection times are configurable.

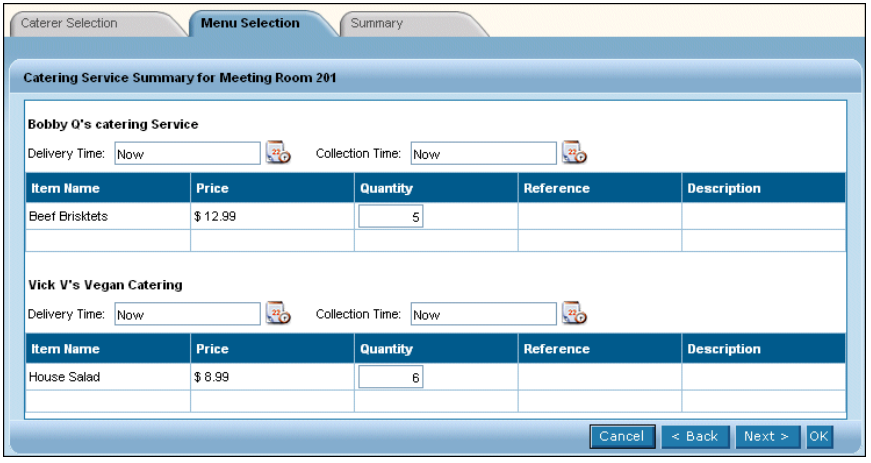

Figure A-17 *Menu Selection Tab*

SUMMARY

The **Summary** tab enables you to review the caterers and items ordered for this meeting room.

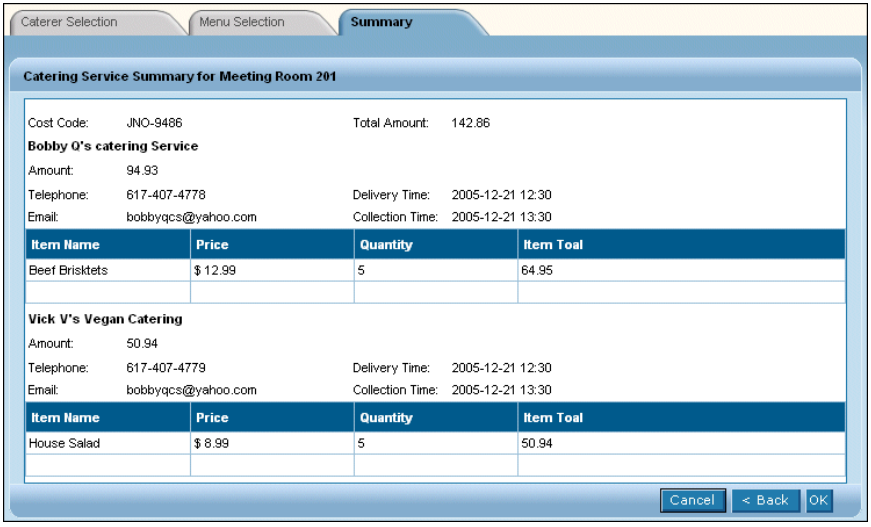

Figure A-18 *Summary Tab*

SCHEDULING CATERING FOR ANY MEETING WITH MORE THAN ONE MEETING ROOM

Click the **Catering Service** button. The **Meeting Room Caterers** screen displays.

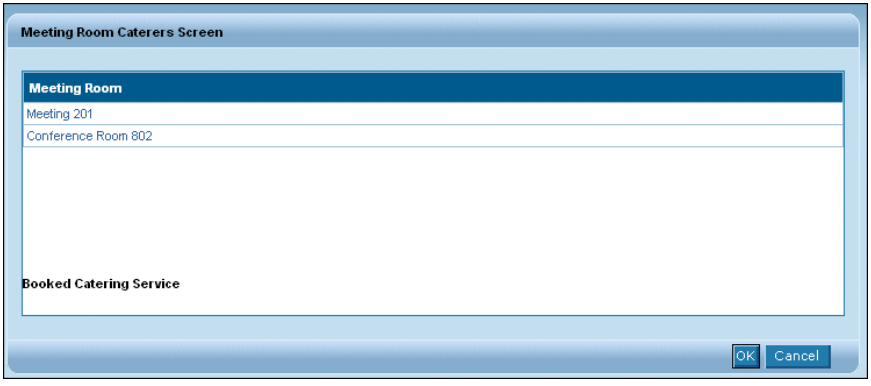

Figure A-19 *Meeting Room Caterers Screen*

The **Meeting Room Caterers** screen displays a list of all the meeting rooms used in your meeting. Click the required meeting room to display the **Caterer Selection** tab and see Scheduling catering for any meeting with one meeting room only on page 331 for more information.

MODIFYING A TERMINAL NUMBER

Click an IP/ISDN number to modify a participant terminal number for this meeting only. The **Select Terminal** dialog box displays.

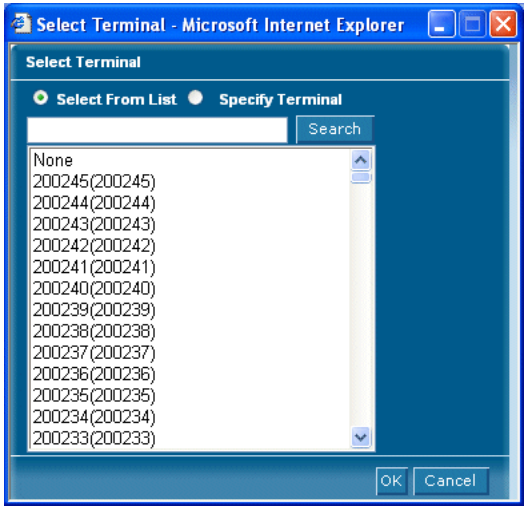

Figure A-20 *Select Terminal Dialog Box*

Select a terminal from your organization, or add an external number. To add an external number, select **Specify Terminal**, type the required terminal name and click **OK**.

ATTENDEES SETTINGS (NON VIDEO CONFERENCE)

For non-video meetings, the following options are available in the **Attendees Settings** section of the **Rich Media** tab:

Attendee

Displays the names of all attendees.

Meeting Room

Displays the meeting room currently assigned to each attendee.

Host

Select a host for this meeting. The term “host” refers to the party requesting the meeting. Hosts are also frequently the party to whom the cost of the meeting will be billed.

Organizer

Indicates the organizer of the current meeting.

Accessories

See Scheduling Accessories on page 328.

Catering Service

See Scheduling Catering Services on page 330.

ADVANCED

The **Advanced** section of the **Rich Media** tab allows the Meeting Organizer to select which meeting types will be used for the meeting. Meeting Organizers can also reserve additional IP and ISDN ports, and set a wide variety of meeting variables.

Reference Code

Type a reference code for the specified meeting.

Bill To

Select **Host**, **All Participants** or **Organizer**. If the Host and Organizer are the same person, the **Organizer** option does not display.

Meeting Type

Select a meeting type from the drop-down list.

Meeting Password

Type a meeting password if you would like this meeting to be password protected. The access password is required for all dial-in attendees.

Note See the manufacturer MCU manual to ensure that MCU settings are correctly configured to enable meeting passwords.

Additional Reservations

Determine how many additional IP and ISDN participant reservations should be made by default when scheduling a meeting. Type the required values in the **IP Participants**, **PSTN/ISDN Participants** and **Total Reservations** fields.

Terminate Meeting

Select which parameters will be used to decide when a meeting should be terminated:

- **At scheduled time**—The meeting will terminate at the time defined in the meeting scheduling process.
- ***n* minutes after all terminals have left**—Determines the length of time (in minutes) after all terminals have left the meeting that the meeting will terminate.
- ***n* minutes after the host's terminal has left**—Determines the length of time (in minutes) after the host terminal has left the meeting that the meeting will terminate, even if other terminals are still in the meeting.
- **Auto Extend**—The meeting will continue until terminated manually from the in-meeting control pane, or until all terminals have left the session.

Block Dial-in

Check to prevent dial-in terminals from connecting to this meeting.

Admit unresolved dial-in Endpoints

When checked, enables PSTN/ISDN terminals for which source information is not available to dial into a VMS-scheduled meeting. Unresolved terminals are allowed into the meeting if there are resources available (if extra PSTN/ISDN ports have been reserved or if an ISDN terminal has been deleted from the ongoing meeting).

When unchecked, unresolved PSTN/ISDN terminals will be rejected during authorization for dial-in calls.

Checked by default.

Alert *n* minutes before termination

Type the number of minutes' warning a terminal should receive by default before a meeting is terminated.

Start only when host joins

Check to prevent a meeting starting until the host has joined.

Overwrite Terminal Display Name

Check to override the terminal display name. When checked, the terminal name overwrites the H.323 station name displayed as text overlay in the video image. The terminal name appears in both the VMS and Outlook displays. Unchecked by default.

Prioritize

- **Bandwidth** causes the VMS to allocate resources to conserve bandwidth. In some cases, this may cause a meeting to be cascaded to conserve bandwidth, even though a single MCU is available which can host the meeting.
- **Delay** causes the VMS to allocate resources to ensure the best quality meeting.

Required

Select the resources that are required to confirm this meeting. For example, if you select **All Rooms**, the VMS will not allow a meeting to be scheduled unless all rooms are available at that time. When **None** is selected, the VMS confirms the network resources and advises the VMS of any conflicts among attendees, rooms or terminals.

Send

Click to create the meeting. Network resources will be checked for availability.

- If network resources are available and all required resources are available, the meeting will be scheduled automatically and notifications sent to all participants. For more information, see Notification of an Audio/Video Enabled Appointment on page 340.
- If either network resources or required resources are unavailable, the VMS will display an "Unable to Schedule!" message and a reason for the scheduling failure. No notifications will be sent.

Advanced (Non Video Conference)

For non-video meetings, the following options are available in the **Advanced Settings** section of the **Rich Media** tab:

Required

Select the resources that are required to confirm this meeting. For example, if you select **All Rooms**, the VMS will not allow a meeting to be scheduled unless all rooms are available at that time. When **None** is selected, the VMS confirms the network resources and advises the VMS of any conflicts among attendees, rooms or terminals.

Scheduling Tab

Select the **Scheduling** tab to preview attendee availability for the time of the meeting. Meeting room or terminal availability may also be shown depending on your local Outlook Exchange environment.

Additional VMS Outlook Client Functions

This section describes how you perform the following functions via the VMS Outlook Client:

- Notification of an Audio/Video Enabled Appointment
- Responding to an Audio/Video Enabled Appointment
- Modifying an Audio/Video Enabled Appointment
- Deleting an Audio/Video Enabled Appointment
- Modifying or Deleting a Recurring Audio/Video Appointment

Notification of an Audio/Video Enabled Appointment

All invitees to an appointment created with the VMS Outlook Client receive an e-mail notification listing the meeting details, the invited participants to the meeting, and a request for confirmation of participation.

Note The format in which VMS sends e-mail notifications depends on the type of meeting creator. If the meeting creator is a web user, the e-mail notification is in HTML format. If the meeting creator is an Outlook user, the e-mail notification is in VCAL format.

With Catering Services

If an appointment is created with a catering service, an e-mail notification is sent to each caterer catering a meeting room. If a caterer caters more than one meeting room per meeting, that caterer will receive multiple e-mail notifications.

With Accessories

If an appointment is created with accessories, an e-mail notification is sent to the meeting room administrator with a request fir the specified portable accessories. Portable accessories can be shared between meeting rooms.

Responding to an Audio/Video Enabled Appointment

Until an invitee responds to an invitation to an appointment created with the VMS Outlook Client, a red flag appears in the **Upcoming Meetings** tab of the **My Meetings** section in the VMS web interface for that user.

Invitees can respond to the invitation in either of the following ways:

- By clicking one of the **Accept**, **Tentative** or **Decline** buttons in the **Meeting Details** dialog box accessed from the **Upcoming Meetings** tab of the **My Meetings** section, or

- By clicking one of the **Accept**, **Tentative** or **Decline** buttons in the e-mail notification.

Note If you choose not to send a response, the VMS server will not be updated and your terminal will be called at the appointed time.

Modifying an Audio/Video Enabled Appointment

Appointments created with the VMS Outlook Client may be modified in the same manner as other Outlook appointments.

To modify an audio/video enabled appointment

1. In your Outlook calendar, click on the appointment you wish to modify.

   The appointment form displays.
2. Make the desired modification and click **Send Update** to update the VMS server as well as the participants. Network resources will be checked for availability.

   If network resources are available and all required resources are available, the meeting will be scheduled automatically and notifications sent to all participants, requesting that participants respond.

   If either network resources or required resources are unavailable, an “Unable to Schedule!” message will display with a reason for the scheduling failure. No notifications will be sent.

Note Clicking **Save and Close** will not update the VMS server with the new meeting information. Click **Send Update** to ensure the VMS server contains the correct meeting information.

The following appointment modifications are not supported by the VMS. If any of the following modifications are required, the appointment must be deleted and rescheduled.

- Removing the recurrence from a scheduled meeting
- Adding a recurrence to a scheduled non-recurring meeting
- Changing the recurrence pattern of a scheduled meeting (for example, from daily to weekly).

Deleting an Audio/Video Enabled Appointment

Appointments created with the VMS Outlook Client may be deleted in the same manner as other Outlook appointments.

To delete an audio/video enabled appointment

1. In your Outlook calendar, select the appointment you wish to delete and click **Delete**.

   If you created the appointment, VMS will cancel the video meeting and notify attendees. For all other participants, deleting an appointment is the same as declining an appointment and a response must be sent to update VMS as well as the Meeting Organizer.

Note Only one appointment may be deleted at a time. Using the **Shift** and **Delete** keys to manually delete an appointment does not work for VMS information.

   When the Meeting Organizer receives the response, the VMS client will also send an e-mail to update the VMS server. A Microsoft Outlook message warning that a program is trying to automatically send e-mail on your behalf may display.

3. Click **Yes** to continue.

Modifying or Deleting a Recurring Audio/Video Appointment

All instances of a recurring meeting which occur within 30 days of the current time are displayed in the **My Meetings** section of the VMS web interface.

You can modify or cancel individual instances of a recurring meeting via either the **My Meetings** section or the Outlook calendar.

You can cancel all instances of a recurring meeting via the Outlook calendar only.

APPENDIX B

VMS CONFIGURATION TOOL

WHAT'S IN THIS APPENDIX

This appendix provides information on the requirements, setup and use of the VMS Configuration Tool, including the following:

- Overview
- Java Runtime Environment Quick Setup
- Launching the VMS Configuration Tool
- Uninstalling the VMS Configuration Tool
- VMS System Configuration

OVERVIEW

The VMS Configuration Tool is a client-server application, based on Java™ Web Start. The VMS Configuration Tool allows the system administrator to configure VMS system settings and CDR preferences.

During initial installation of the VMS, network environment settings are defined, while other configurables (such as page length and meeting identifier) are set to default values so that the VMS will run on installation without additional configuration. The VMS Configuration Tool allows the system administrator to access these settings and modify them as necessary.

JAVA RUNTIME ENVIRONMENT QUICK SETUP

The first time you access the VMS Configuration Tool at http://vms_serverhost:port/vms-config, the tool will automatically detect whether the client machine has the Java Runtime Environment installed. If not, the following message will display with a link to the download site:

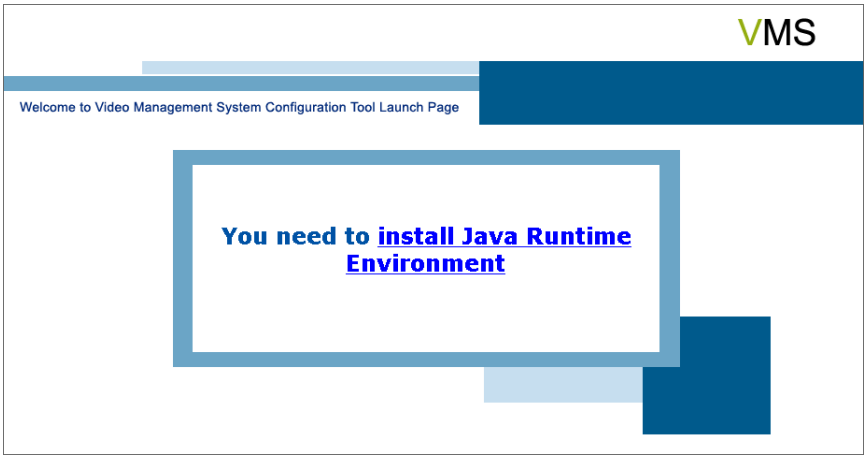

Figure B-1 *VMS Configuration Tool Launch: Java Runtime Environment Not Installed*

To install the Java Runtime Environment

1. Click the **Install Java Runtime Environment** link as shown in Figure B-1.

   The Java download web page displays.

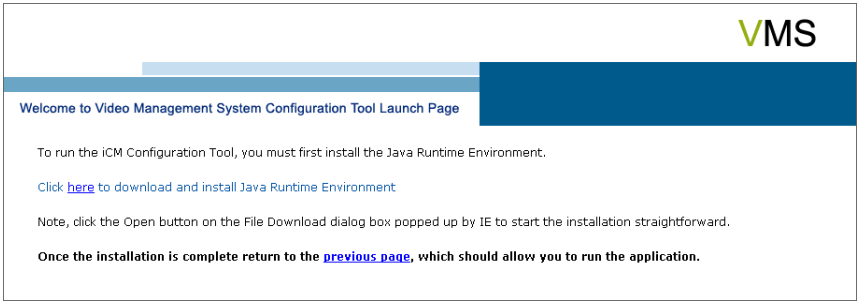
VMS
Welcome to Video Management System Configuration Tool Launch Page
To run the iCM Configuration Tool, you must first install the Java Runtime Environment.
Click here to download and install Java Runtime Environment
Note, click the Open button on the File Download dialog box popped up by IE to start the installation straightforward.
Once the installation is complete return to the previous page, which should allow you to run the application.

Figure B-2 *VMS Configuration Tool Launch: Java Download Web Page*

2. Click the download link as shown in Figure B-2.

   The Java Runtime Environment is installed on your computer and the Java download web page (Figure B-2) displays again.

3. Click the **previous page** link.

   The VMS Configuration Tool launch page (Figure B-3) displays.

LAUNCHING THE VMS CONFIGURATION TOOL

The VMS Configuration Tool can be accessed from any client machine with the Java Web Start application installed.

To access via the browser

1. Go to http://vms_serverhost:port/vms-config. The VMS Configuration Tool launch page displays.

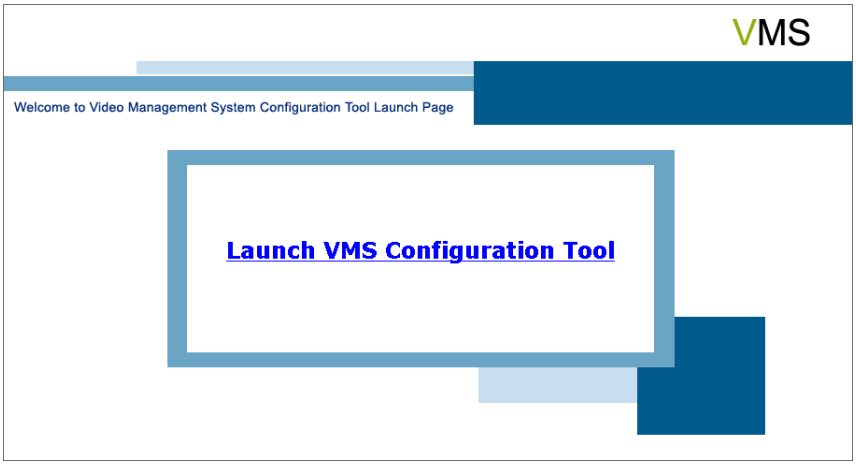

Figure B-3 *VMS Configuration Tool Launch Page*

2. Click the **Launch VMS Configuration Tool** link. On launching, the tool will check for any updated files to download to the client machine. The **Warning - Security** screen displays.

Warning - Security
Do you want to trust the signed installer distributed by "RADVISION VIDEO MANAGEMENT SYSTEM"?
Publisher authenticity can not be verified.
The security certificate was issued by a company that is not trusted.
The security certificate has not expired and is still valid.
More Details
Yes
No
Always

Figure B-4 *VMS Configuration Tool Warning - Security Screen*

3. Click **Yes** to display the login screen.

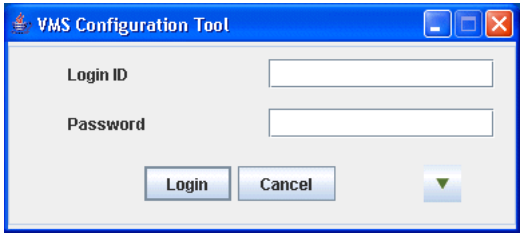

Figure B-5 *VMS Configuration Tool Login Screen*

4. Type the appropriate login ID and password.
5. To retrieve a forgotten password, click on the green arrow in the VMS Configuration Tool login screen, type the appropriate login ID and press **Send** (Figure B-6). The password will be sent to the appropriate e-mail address for that login ID.

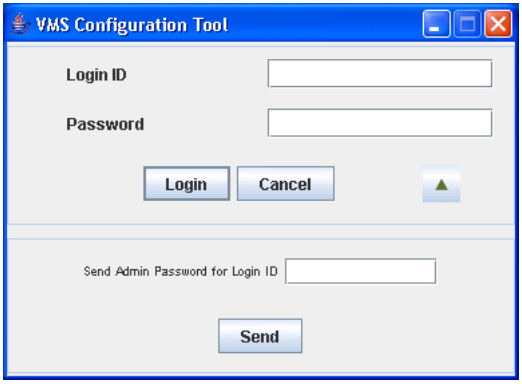

Figure B-6 *VMS Configuration Tool Password Reminder*

6. Type the administrator security credentials set during installation. The Configuration Tool displays.

To set up access via a shortcut

1. The second time the tool is opened from a client machine, you will be asked if you would like to place a shortcut on the desktop and/or in the start menu.
2. To create shortcuts, leave one or both boxes checked and click **YES**.

Uninstalling the VMS Configuration Tool

This section describes how you uninstall the VMS Configuration Tool when working with either Java Runtime Environment (JRE) 1.4.x or 1.5/5.0.

To uninstall the VMS Configuration Tool when working with JRE 1.4.x

1. From the **Start** menu, go to **Programs** | **Java Web Start**.
2. Launch Java Web Start and select **View** | **Download Application** to list the downloaded applications.
3. Select **VMS Configuration Tool** in the list, and then select **Application** | **Remove Application** from the menu bar to remove the VMS Configuration Tool from the system.

To uninstall the VMS Configuration Tool when working with JRE 1.5/5.0

1. From the **Start** menu, go to **Settings** | **Control Panel** | **Add or Remove Programs**.
2. Select VMS **Configuration Tool** and click **Change/Remove** to remove the VMS Configuration Tool from the system.

VMS System Configuration

VMS system configuration consists of the following tabs:

- System Configuration Tab
- CDR Configuration Tab

System Configuration Tab

The **System Configuration tab** contains the following sub-tabs:

- General Settings Tab
- Scheduling Settings Tab
- Customized Settings Tab
- IMfirst Settings Tab

General Settings Tab

Click the **General Settings** tab. This tab allows the system administrator to configure basic system settings for the VMS server. Values displayed are values currently in effect.

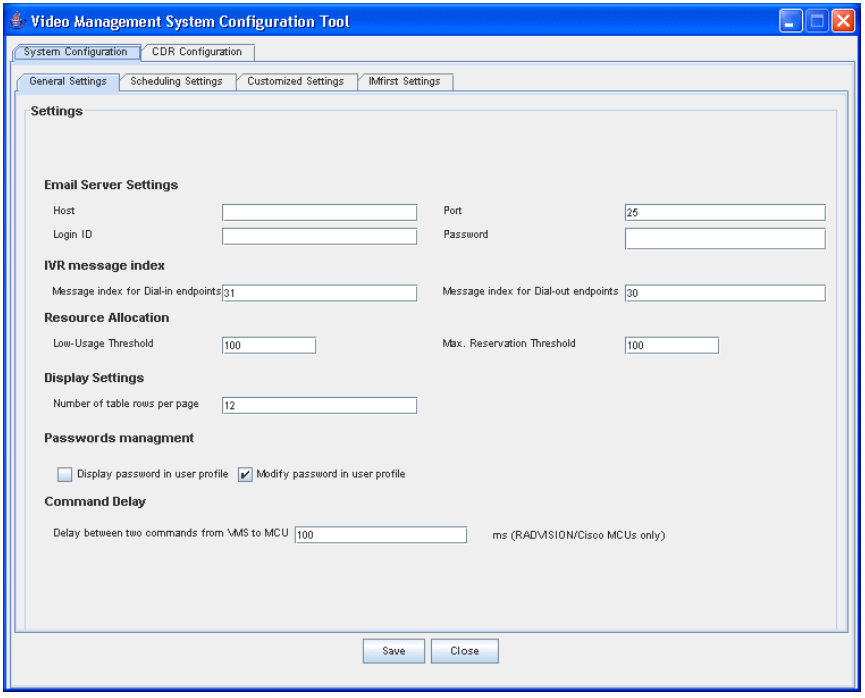

Figure B-7 *General Settings Tab*

E-MAIL SERVER SETTINGS

This section allows configuration of settings for the e-mail server used to send the VMS e-mail notifications for meeting reservations and updates as well as user maintenance.

Host

Type the mail server address, using either IP address or domain name.

Port

Type the mail server communications port.

Login ID

Type the security principal if necessary for sending an e-mail.

Password

Type the security principal if necessary for sending an e-mail.

IVR MESSAGE INDEX

This section enables you to configure the VMS to play an IVR billing announcement every time a user joins a meeting.

Note IVR messages are supported by RADVISION MCU versions 3.6 and later only.

Message index for Dial-in endpoints

Type an IVR message index for billing all dial-in participants.

Message index for Dial-out endpoints

Type an IVR message index for billing all dial-out participants.

Resource Allocation

Low-Usage Threshold

Designate a percentage of total MCU ports as the low usage threshold. If more than one MCU is equally suited to host a meeting, the VMS will allocate the meeting under a load balancing principle using this threshold. If over this threshold, the VMS will not balance the load across MCUs, but rather fill one MCU at a time to reserve space on other MCUs for a larger meeting and to avoid unnecessarily spanning the meeting across multiple MCUs.

Note The term "port" refers to a VMS connection to an endpoint. For example, a meeting with five participating endpoints uses five ports. A call via a gateway to an MCU uses one port. Where a meeting spans multiple MCUs for bandwidth optimization, an additional port is required on each MCU. For example, a meeting spanning two MCUs in which three participating endpoints are on the first MCU and four participants on the second MCU requires nine ports (7 endpoints + 2 MCUs).

Max. Reservation Threshold

Designate the percentage of total MCU ports that can be scheduled by the VMS. The default setting is 80%, leaving 20% of resources for extended meetings or additional unscheduled resource needs.

Display Settings

Number of table rows per page

Designate the number of table row entries per page for VMS tables, including in-session meetings, upcoming meetings, history meetings, user table, terminal table, and so on.

Device Monitoring Interval

Available only to VMS Pro Service Provider Administrators. Type the time interval (in hours) between device monitoring events. The interval determines how you view statistics in the **Device Monitoring** section of the VMS interface. For example, if the interval is set to two hours, device activity records will be displayed in two-hour blocks. Set the interval according to anticipated meeting activity and the level of reporting detail required by your administrator.

PASSWORDS MANAGEMENT

Organization administrator default Password

Type the Organization Administrator default password. Available only to VMS Pro Service Provider Administrators

Display password in user profile

Check to display the user profile password.

Modify password in user profile

Check to modify the user profile password.

COMMAND DELAY

Delay between two commands from VMS to MCU

Type a value to determine the length of time the VMS will wait between sending internal communication messages to an MCU (RADVISION or Cisco MCUs only).

SCHEDULING SETTINGS TAB

Click the **Scheduling Settings** tab. This tab allows the system administrator to configure basic system settings for the VMS server. Values displayed are values currently in effect.

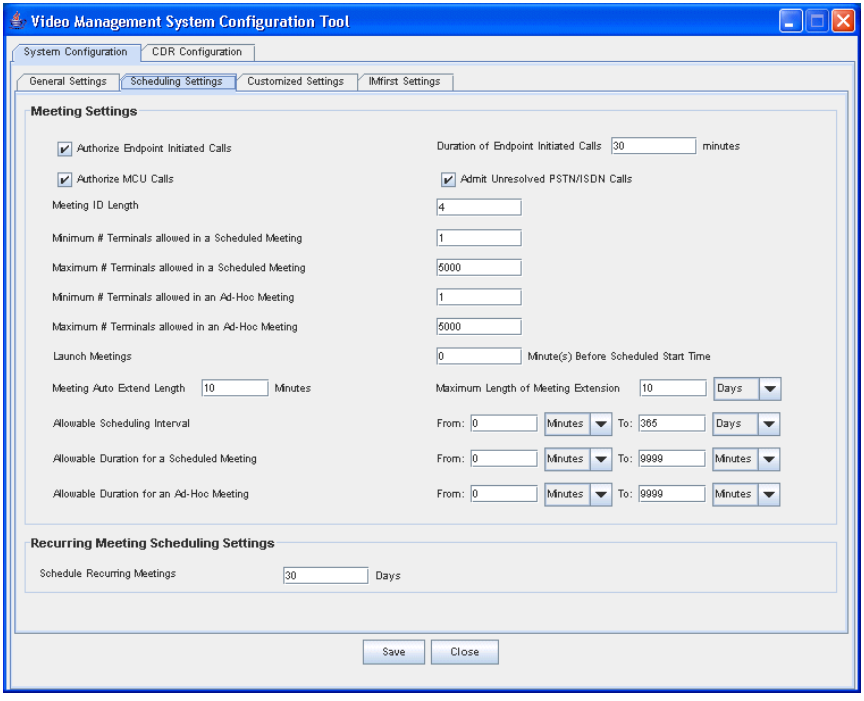

Figure B-8 *Scheduling Settings Tab*

MEETING SETTINGS

Authorize Endpoint Initiated Calls

Check to allow the VMS to authorize and perform resource allocation and management of calls initiated by an endpoint, in the same way that it does for ad hoc calls initiated from the VMS. This option is selected by default but may be deselected to improve performance. For more information, see Endpoint-initiated Meetings on page 45.

Duration of Endpoint Initiated Calls

Type the duration of calls initiated by endpoints. This value is used by the VMS for resource allocation and meeting creation, and is set to 30 minutes by default.

Authorize MCU Calls

Check to allow the VMS to authorize MCU-to-endpoint calls according to the scheduled meeting in the VMS. Doing so ensures that the gateway chosen is the one allocated for the call within the VMS. This option is selected by default, but can be deselected for all-IP or single-gateway networks to improve performance.

Admit Unresolved PSTN/ISDN Calls

When checked, enables PSTN/ISDN terminals for which source information is not available to dial into a VMS-scheduled meeting. Unresolved terminals are allowed into the meeting if there are resources available (if extra PSTN/ISDN ports have been reserved or if a PSTN/ISDN terminal has been deleted from the ongoing meeting).

When unchecked, unresolved ISDN terminals will be rejected during authorization for dial-in calls.

Checked by default.

Meeting ID Length

Type the number of digits to be used in meeting ID strings.

Minimum # Terminals allowed in a Scheduled Meeting

Set the minimum number of terminals that must be selected to create a valid meeting.

Maximum # Terminals allowed in a Scheduled Meeting

Set the maximum number of terminals that can be added to a meeting.

Minimum # Terminals allowed in an Ad-Hoc Meeting

Set the minimum number of terminals that must be selected to create a valid meeting.

Maximum # Terminals allowed in an Ad-Hoc Meeting

Set the maximum number of terminals that can be added to a meeting.

Maximum Length of Meeting Extension

Set the maximum amount of time by which any meeting may be extended and select the unit of time.

Launch Meetings

Set the length of time before the scheduled start time of a meeting that you wish to launch the meeting.

Meeting Auto Extend Length

Set the length of time by which you can automatically extend a meeting currently in progress when working with a Sony PCS endpoint. When the VMS is configured to send an alert before the end of a meeting, users of Sony PCS endpoints can automatically extend the meeting. When the alert reaches the Sony endpoint, the user can press the **Help** button on the Sony PCS terminal remote control for 5 seconds to extend the meeting by the length of time configured in the **Meeting Auto Extend Length** field. The default value is 10 minutes.

Allowable Scheduling Interval

After “From”, set the minimum time before a meeting start time the meeting must be scheduled. After “To”, set the maximum time before the meeting start time that the meeting may be scheduled. For example, if set From 1 hour To 30 days, a meeting must be scheduled at least an hour before its start time and can not be scheduled more than 30 days in advance. These settings do not apply to ad hoc meetings.

Allowable Duration for a Scheduled Meeting

Set the minimum and maximum length of scheduled meetings. For example, setting from 10 minutes to 2 hours means that the VMS will not validate any meeting shorter than 10 minutes or longer than 2 hours.

Allowable Duration for an Ad Hoc Meeting

Set the minimum and maximum length of ad hoc meetings. For example, setting from 10 minutes to 2 hours means that the VMS will not validate any meeting shorter than 10 minutes or longer than 2 hours.

Recurring Meeting Scheduling Settings

Schedule Recurring Meetings

Type a value in days to set the time interval for which the VMS allocates meeting resources when a recurring meeting is scheduled. For example, when set to 30 days, the VMS allocates all meeting instances within a 30-day period at the time a recurring meeting is scheduled and sends an e-mail detailing information for those meetings. 30 days from the time the recurrence was scheduled, the VMS will allocate the meeting to occur within the following 30 days. This cycle continues until all instances within the series have been scheduled.

CUSTOMIZED SETTINGS TAB

Click the **Customized Settings** tab. This tab displays any non standard or new time zones that have been added to the time zone selection box. Once added, a time zone may not be modified or deleted.

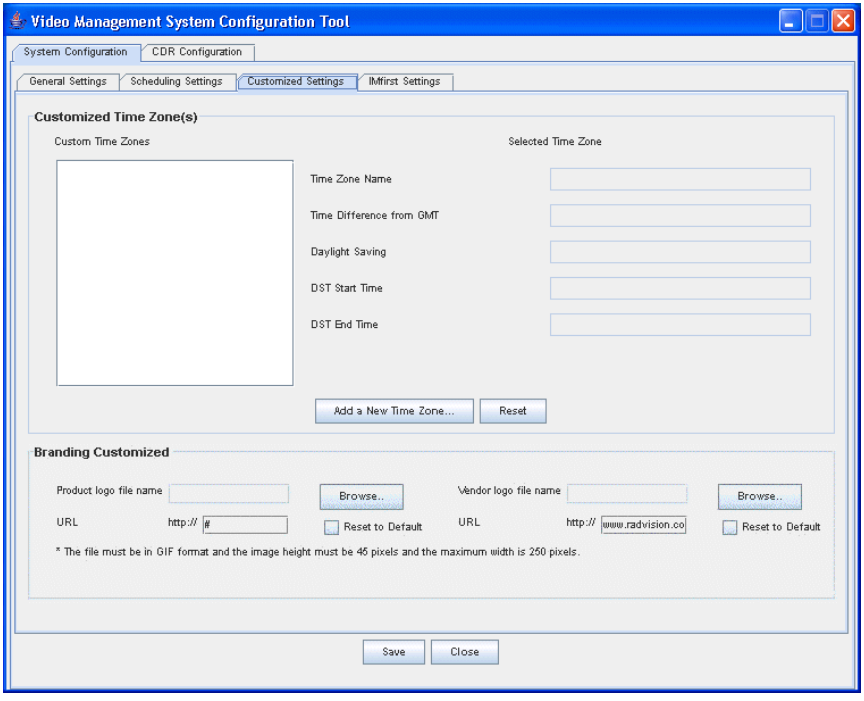

Figure B-9 *Customized Settings Tab*

CUSTOM TIME ZONE(S)

Displays a list of time zones that have been added in addition to the VMS standard time zone set. If no time zones have been added, the list displayed will be empty. Click on any time zone to display its profile to the right.

Time Zone Name

Displays the name of the specified time zone.

Time Difference from GMT

Displays the number of hours before or after GMT.

Daylight Saving

Displays the number of minutes the clock is set forward or back at the designated start and end times.

DST Start Time

Set the date and time at which daylight saving begins.

DST End Time

Set the date and time at which daylight saving ends.

Add a New Time Zone

Click to display the The **New Time Zone** dialog box. For more information, see Adding a New Time Zone on page 361.

Reset

Click to remove a time zone. After you add a time zone, but before you click **Save** in the **Customized Settings** tab (not **Save** in the **New Time Zone** dialog box), clicking **Reset** enables you to remove the time zone. You cannot remove a time zone after you have clicked **Save** in the **Customized Settings** tab.

BRANDING CUSTOMIZED

Enables you to select the product and vendor logo you wish to display in the VMS.

Note You can also change the product logo via the **Branding** tab in the **Organization Settings** section. The **Branding** tab is available in VMS Pro only. For more information, see Branding Tab on page 155.

Product logo file name

Type the name of the file holding the required product logo, or navigate to the file using the **Browse** button.

Browse

Click to navigate to the file holding the required product logo.

URL

Type the URL of the required product logo.

Reset to Default

Click to restore the system default product logo. Enabled only if the license allows product logo branding.

Vendor logo file name

Available only to VMS Pro Service Provider Administrators. Type the name of the file holding the required vendor logo, or navigate to the file using the **Browse** button.

Browse

Click to navigate to the file holding the required vendor logo.

URL

Type the URL of the required vendor logo.

Reset to Default

Click to restore the system default vendor logo. Enabled only if the license allows vendor logo branding.

Adding a New Time Zone

In the **Customized Settings** tab, click **Add a New Time Zone**. The **New Time Zone** dialog box displays.

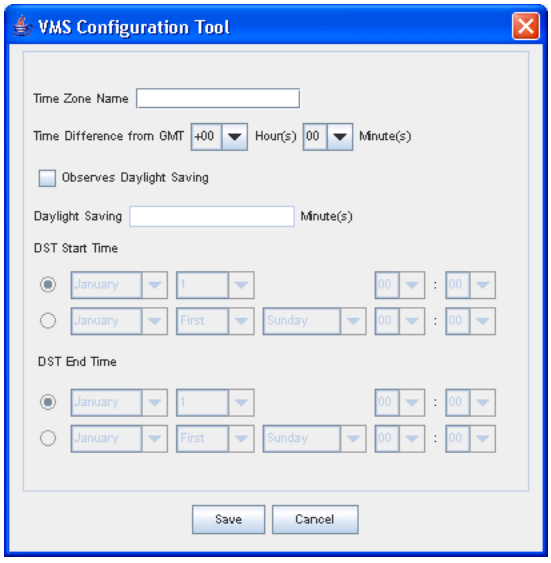

Figure B-10 *New Time Zone Dialog Box*

Time Zone Name

Type the name of the new time zone.

Time Difference from GMT

Select the number of hours and minutes before or after GMT.

Observes Daylight Saving

Check to enable Daylight Saving settings.

DST Start Time

Set the date and time which daylight saving begins.

DST End Time

Set the date and time which daylight saving ends.

Save

Click to save the new time zone. The new time zone is added to your VMS time zone set.

IMfirst SETTINGS TAB

Click the **IMfirst Settings** tab. This tab allows the system administrator to configure basic system settings for the IMfirst application. Values displayed are values currently in effect.

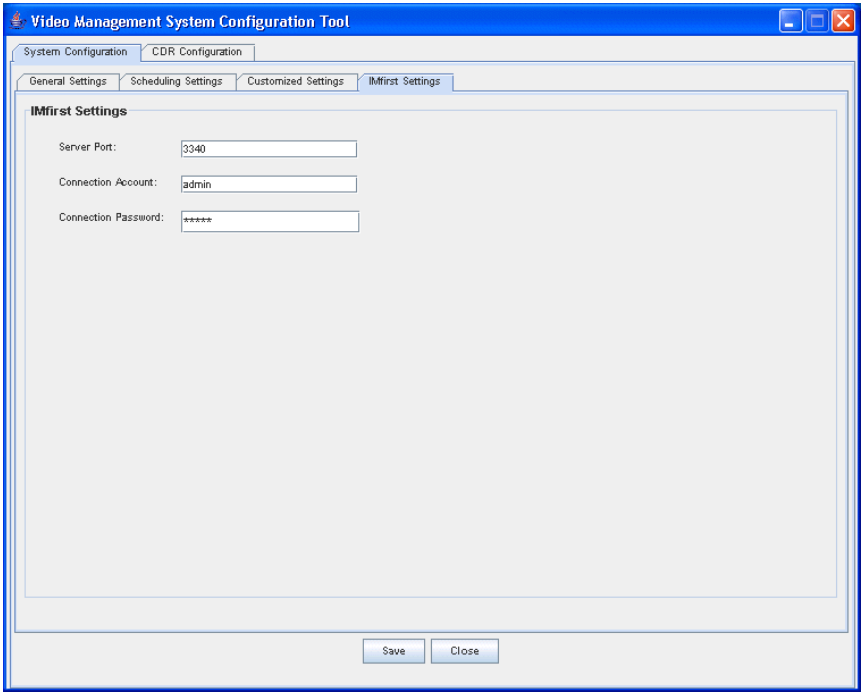

Figure B-11 *IMfirst Settings Tab*

Server Port

Type the number of the VMS server port via which you want to connect IMfirst. The default setting is 3340.

Connection Account

Type the name of the required IMfirst user account. The default setting is “admin”.

Connection Password

Type the password for the specified user account. The default setting is “admin”.

CDR Configuration Tab

Call Data Records (CDRs) are stored by the VMS when the **Enable XML CDR** option is checked in the **CDR Production** tab (see Enable URL on page 364). CDRs are saved in XML format and can be used for various technical and business purposes. Service Providers can create comprehensive records of each call, which can then be used to analyze how a video meeting system is used. Service Providers can also use captured data in the CDR for diagnostic or billing purposes.

The **CDR Configuration** tab contains the following sub-tabs:

- CDR Production Tab
- Scheduling Data Tab
- Actual Information Tab

Note For more detailed technical information on XML tags and attributes used in the CDR, see the CDR XML Tags and Attributes appendix.

CDR PRODUCTION TAB

The **CDR Production** tab allows the system administrator to enable CDR production in the VMS and adjust some variables.

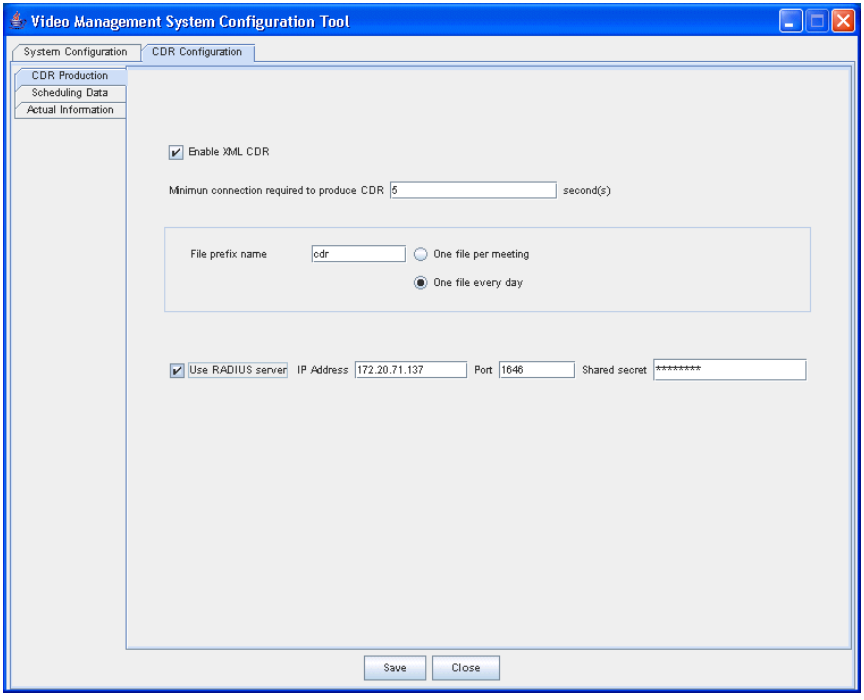

Figure B-12 *CDR Production Tab*

Enable URL

Type the URL of the required vendor logo.

Enable XML CDR

Check to enable the VMS to capture meeting call data to a CDR file in *.xml* format.

Note The VMS creates a separate XML file for calls from Sony endpoints. The file name is the format *Call Log-date-sequence number.xml*. For example, *Call Log-2005-06-22-01.xml*.

Minimum connection required to produce CDR

Type the minimum length of time a terminal connection must be in place before an entry for that terminal is created in the **Actual Information** section of the CDR. For example, if the value in this field is 10 seconds and a terminal is connected to a meeting for less than 10 seconds, the Total Connection Time for that terminal will be zero in the CDR. If the terminal is connected to a meeting for 10 seconds or more, the CDR will record the actual connection time.

File prefix name

Type your preferred name for the CDR file, without a file extension. The *.xml* file extension will be added by the VMS when it saves the CDR to the VMS directory.

Note A typical VMS installation will create a directory called *VMS* in your computer *Program Files* directory. For example, *C:\Program Files\VMS*. If a VMS administrator enables the application to create CDR files, the CDR files will be stored in a default sub-directory called *cdrdata*. For example, *C:\Program Files\VMS\cdrdata\cdrfilename.xml*.

One file per meeting

Check to instruct the VMS to create one CDR file per meeting. CDR files will be labeled by date, with a sequential identifier added. For example *cdr-2005-06-22-01.xml* would contain CDR information for a single meeting on June 22, 2005. Information for the next meeting scheduled that day would be saved in a file labeled *cdr-2005-06-22-02.xml*.

One file every day

Check to instruct the VMS to create one CDR file every day. This file will contain CDR information for every scheduled meeting for that 24-hour period. The name of a CDR file created using this option will contain the date on which the file is created and a sequential suffix. For example, *cdr-2005-06-22-01.xml*.

Note The sequential suffix also increments when you switch between the **One file per meeting** and the **One file every day** fields. For example, when you select the **One file per meeting** option, the name of the first file created will include the suffix "-01". If you then select the **One file every day option**, the name of the file created will include the suffix "-02". The next meeting on the same day will generate a file with a name including a "-03" suffix, and so on.

Use RADIUS server

Check to enable the VMS to work with a RADIUS server.

IP Address

Type the IP address of the required RADIUS server.

Port

Type the number of the port required for connecting to the RADIUS server.

Shared secret

Type a shred secret password or key. The shared secret between the VMS and the RADIUS server forms the basis of the security process. Only the VMS and the RADIUS server know the shared secret.

SCHEDULING DATA TAB

The **Scheduling Data** tab allows the system administrator to select which types of information about scheduled meeting will be captured in the CDR. Items shown in light gray are required by the VMS system and cannot be deselected.

The **Scheduling Data** tab contains the following sub-tabs:

- Meeting Tab
- Attendees Tab
- Terminals Tab
- Network Devices
- Resources Tab

MEETING TAB

The **Meeting** tab allows the system administrator to select which scheduling and meeting type information is included in the CDR.

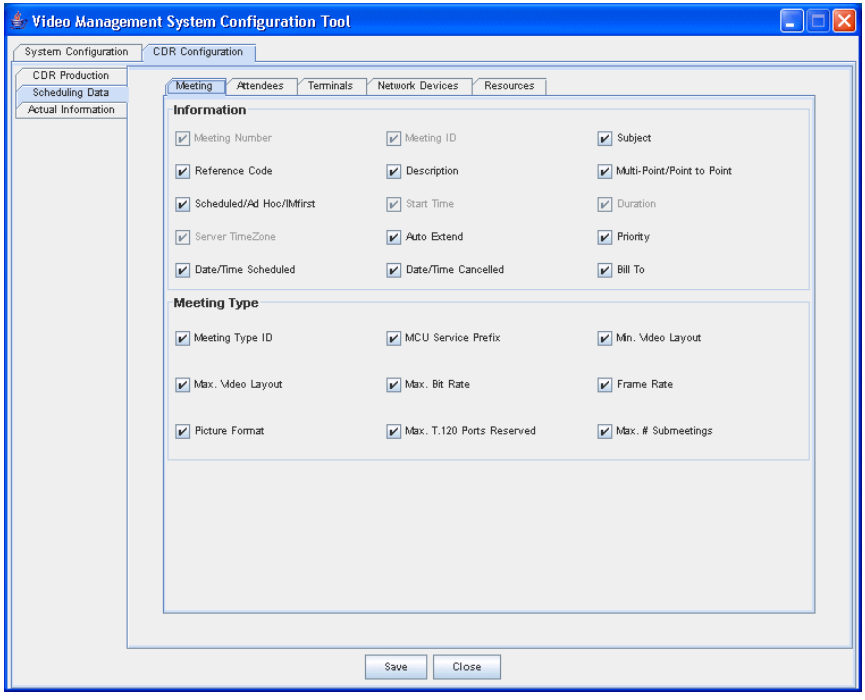

Figure B-13 *Scheduling Data: Meeting Tab*

INFORMATION

Meeting Number

Saves Master meeting IDs from the MCU to the CDR for every scheduled meeting. This information is required by the VMS system and cannot be deselected.

Meeting ID

Saves the internal VMS meeting ID to the CDR for every scheduled meeting. This information is required by the VMS system and cannot be deselected.

Subject

Check to save subject lines typed by VMS users when scheduling meetings, whether using the VMS web interface or the VMS Outlook Client.

Note VMS Light does not support Outlook scheduling.

Reference Code

Check to save reference codes entered when scheduling meetings.

Description

Check to save meeting descriptions typed by users when meetings are created.

Multi-Point/Point to Point

Check to record in the CDR whether a scheduled meeting is multipoint or point-to-point.

Scheduled/Ad Hoc/IMfirst

Check to record in the CDR whether a meeting is VMS scheduled, VMS ad hoc (when the difference between the scheduled start time and the actual start time is 10 minutes or less), endpoint-initiated ad hoc, or initiated via IMfirst.

Start Time

Saves meeting start times to the CDR. This information is required by the VMS system and cannot be deselected.

Duration

Saves meeting durations to the CDR. This information is required by the VMS system and cannot be deselected.

Server TimeZone

Saves VMS server time zone meeting settings to the CDR. This information is required by the VMS system and cannot be deselected.

Auto Extend

Check to record in the CDR whether or not a scheduled meeting was created with the **Auto Extend** option checked.

Priority

Check to record meeting setup priority information in the CDR.

Date/Time Scheduled

Check to record in the CDR the date and time at which a meeting was scheduled.

Date/Time Cancelled

Check to record in the CDR the date and time at which a meeting was cancelled.

Bill To

Check to enable billing. Checked by default.

MEETING TYPE

The information in the **Meeting Type** group box is associated with meeting type, in particular the meeting type that the Meeting Organizer selected when scheduling a meeting in the VMS.

Meeting Type ID

Check to record meeting type IDs in the CDR.

MCU Service Prefix

Check to record in the CDR the MCU service prefixes used for meetings.

Min. Video Layout

Check to record in the CDR the minimum video layout (the smallest video layout available for a meeting based on the selected meeting type).

Max. Video Layout

Check to record in the CDR the maximum video layout (the largest video layout available for a meeting based on the selected meeting type).

Max. Bit Rate

Check to record in the CDR the maximum incoming and outgoing bit rate settings (in Kbps) for meetings.

Frame Rate

Check to record in the CDR the maximum incoming and outgoing frame rate settings for meetings.

Picture Format

Check to record in the CDR incoming and outgoing picture format settings for meetings.

Max. T.120 Ports Reserved

Check to record in the CDR the maximum number of T.120 ports reserved for scheduled meetings.

Max. # Submeetings

Check to record in the CDR the maximum number of sub-meetings that are part of this meeting type.

ATTENDEES TAB

The **Attendees** tab allows the system administrator to select which attendee data to include in the CDR.

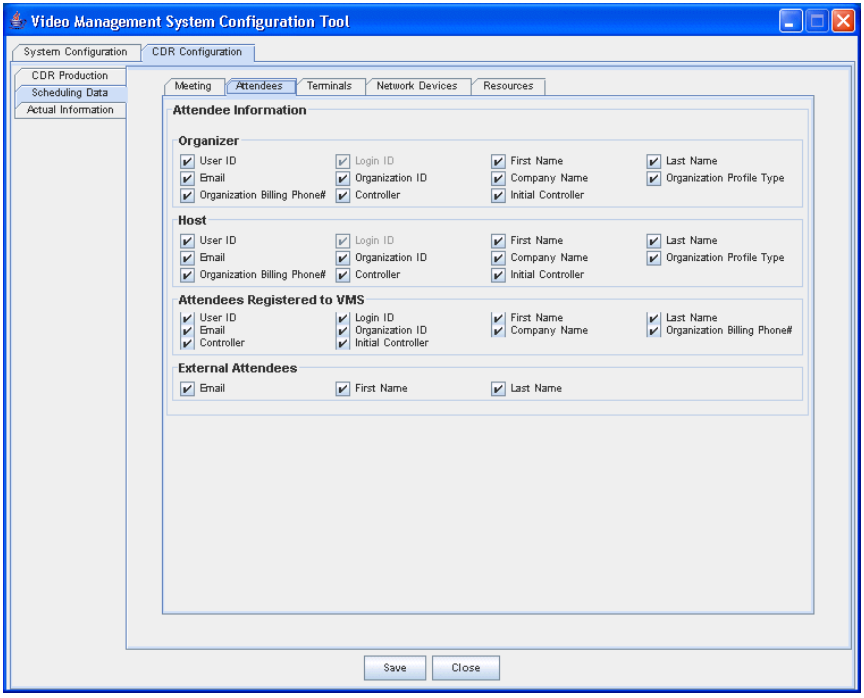

Figure B-14 *Scheduling Data: Attendees Tab*

ORGANIZER

User ID

Check to record organizer user IDs in the CDR (from the **Organization Management** section of the VMS interface).

Login ID

Saves organizer login IDs to the CDR. This information is required by the VMS system and cannot be deselected.

First Name

Check to record organizer first names in the CDR.

Last Name

Check to record organizer last names in the CDR.

E-mail

Check to record organizer e-mail addresses in the CDR.

Organization ID

Check to record organization IDs in the CDR.

Company Name

Check to record organizer company names in the CDR.

Organization Profile Type

For future use.

Organization Billing Phone

Check to record organizer organization billing phone numbers in the CDR.

Controller

Check to record in the CDR whether a Meeting Organizer is also the controller of a specified meeting.

Initial Controller

Check to record in the CDR whether a Meeting Organizer is also the initial controller of a specified meeting. Checked by default.

HOST

The term “host” refers to the party requesting the meeting. Hosts are also frequently the party to whom the cost of the meeting will be billed.

User ID

Check to record host user IDs in the CDR (from the **Organization Management** section of the VMS interface).

Login ID

Saves host login IDs to the CDR. This information is required by the VMS system and cannot be deselected.

First Name

Check to record host first names in the CDR.

Last Name

Check to record host last names in the CDR.

E-mail

Check to record host e-mail addresses in the CDR.

Organization ID

Check to record organization IDs in the CDR.

Company Name

Check to record host company names in the CDR.

Organization Profile Type

For future use.

Organization Billing Phone

Check to record host organization billing phone numbers in the CDR. Checked by default,

Controller

Check to record in the CDR whether a meeting host is also the controller of a specified meeting.

Initial Controller

Check to record in the CDR whether a meeting host is also the initial controller of a specified meeting. Checked by default.

ATTENDEES REGISTERED TO VMS

User ID

Check to record attendee user IDs in the CDR (from the **Organization Management** section of the VMS user interface).

Login ID

Check to record attendee login IDs in the CDR.

First Name

Check to record attendee first names in the CDR.

Last Name

Check to record attendee last names in the CDR.

E-mail

Check to record attendee e-mail addresses in the CDR.

Organization ID

Check to record attendee organization IDs in the CDR.

Company Name

Check to record attendee company names in the CDR.

Organization Billing Phone

Check to record attendee organization billing phone numbers in the CDR. Checked by default.

Controller

Check to record in the CDR whether an attendee of a specified meeting was selected by the organizer to be the meeting controller.

Initial Controller

Check to record in the CDR whether an attendee of a specified meeting was selected by the organizer to be the initial meeting controller. Checked by default.

EXTERNAL ATTENDEES

E-mail

Check to record external attendee e-mail addresses in the CDR.

First Name

Check to record external attendee first names in the CDR.

Last Name

Check to record external attendee last names in the CDR.

TERMINALS TAB

The **Terminals** tab allows the system administrator to select which terminal information to include in the CDR.

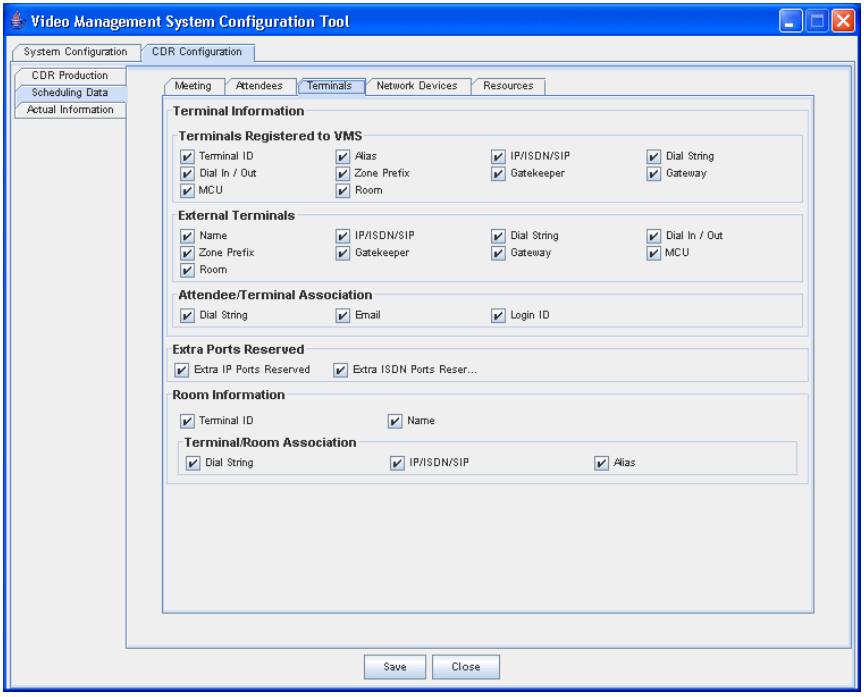

Figure B-15 *Scheduling Data: Terminals Tab*

TERMINALS REGISTERED TO VMS

Terminal ID

Check to record terminal IDs in the CDR.

Alias

Check to record terminal aliases in the CDR.

IP/ISDN/SIP

Check to record terminal types (IP/ISDN/SIP) in the CDR.

Dial String

Check to record terminal dial strings in the CDR.

Dial In/Out

Check to record terminal dialing modes (dial in or dial out) in the CDR.

Zone Prefix

Check to record terminal zone prefixes in the CDR.

Gatekeeper

Check to record terminal gatekeeper information in the CDR.

Gateway

Check to record terminal gateway information in the CDR.

MCU

Check to record terminal MCU information in the CDR.

Room

Check to record terminal room information in the CDR.

External Terminals

Name

Check to record the names of participating external terminals in the CDR.

IP/ISDN/SIP

Check to record the types of participating external terminals (IP/ISDN/SIP) in the CDR.

Dial String

Check to record external terminal dial strings in the CDR.

Dial In/Out

Check to record the dialing mode of external terminals (dial in or dial out) in the CDR.

Zone Prefix

Check to record external terminal zone prefixes in the CDR.

Gatekeeper

Check to record gatekeeper information for external terminals in the CDR.

Gateway

Check to record gateway information for external terminals in the CDR.

MCU

Check to record MCU information for external terminals in the CDR.

Room

Check to record room information for external terminals in the CDR.

Attendee/Terminal Association

Dial String

Check to associate an attendee dial string with a terminal in the CDR. Checking this option automatically selects the **E-mail** option.

E-mail

Check to associate an attendee e-mail address with a terminal in the CDR. Checking this option automatically selects the **IP/ISDN Phone Number** option.

Login ID

Check to associate an attendee login ID with a terminal in the CDR.

Extra Ports Reserved

Extra IP Ports Reserved

Check to record in the CDR whether extra IP ports are reserved.

Extra ISDN Ports Reserved

Check to record in the CDR whether extra ISDN ports are reserved.

Room Information

Terminal ID

Check to record room IDs in the CDR.

Name

Check to record room names in the CDR.

Terminal/Room Association

Dial String

Check to associate a terminal dial string with its room information in the CDR.

IP/ISDN/SIP

Check to associate a terminal IP/ISDN/SIP state with a room in the CDR.

Alias

Check to associate a terminal alias with its room in the CDR.

NETWORK DEVICES

The **Network Devices** allows the system administrator to select which network device information to include in the CDR. Network devices include gatekeepers, MCUs and gateways.

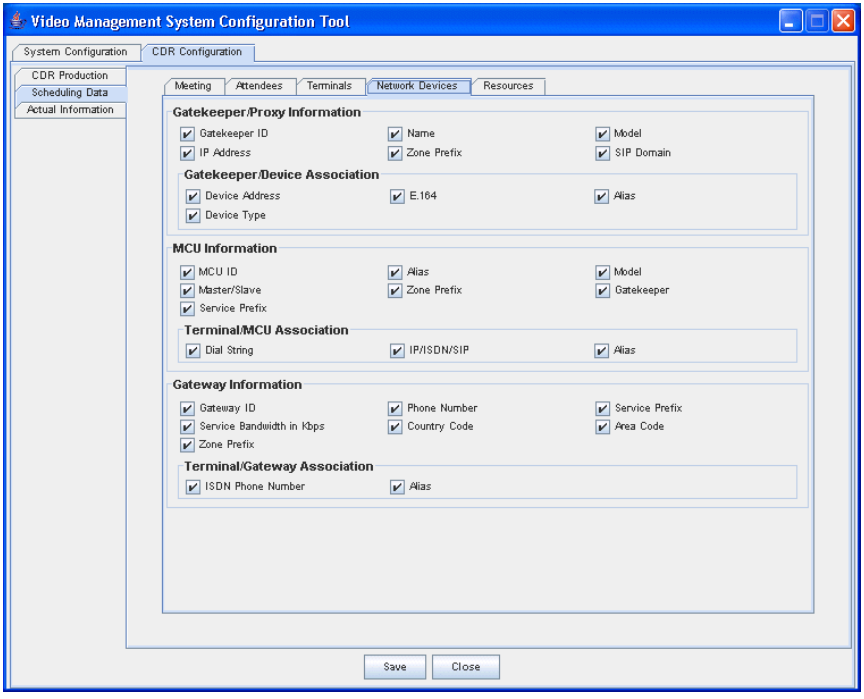

Figure B-16 *Scheduling Data: Network Devices Tab*

GATEKEEPER/PROXY INFORMATION

Gatekeeper ID

Check to record gatekeeper/SIP proxy IDs in the CDR.

Name

Check to record gatekeeper/SIP proxy names in the CDR.

Model

Check to record gatekeeper/SIP proxy model information in the CDR.

IP Address

Check to record gatekeeper/SIP proxy IP addresses in the CDR.

Zone Prefix

Check to record gatekeeper/SIP proxy zone prefixes in the CDR.

SIP Domain

Check to record gatekeeper/SIP proxy domain information in the CDR.

GATEKEEPER/DEVICE ASSOCIATION

Device Address

Check to associate a device address with its gatekeeper/SIP proxy in the CDR.

E.164

Check to associate a device E.164 number with its gatekeeper/SIP proxy in the CDR.

Alias

Check to associate a device alias with its gatekeeper/SIP proxy in the CDR.

Device Type

Check to associate device type information with a gatekeeper/SIP proxy in the CDR.

MCU INFORMATION

MCU ID

Check to record MCU IDs in the CDR.

Alias

Check to record MCU aliases in the CDR.

Model

Check to record MCU model information in the CDR.

Master/Slave

Check to record MCU Master/Slave status information in the CDR.

Zone Prefix

Check to record MCU zone prefixes in the CDR.

Gatekeeper

Check to record MCU gatekeeper information in the CDR.

Service Prefix

Check to record MCU service prefixes in the CDR.

TERMINAL/MCU ASSOCIATION

Dial String

Check to associate a terminal dial string with its MCU in the CDR.

ISDN/IP

Check to associate a terminal IP/ISDN state with an MCU in the CDR.

Alias

Check to associate a terminal alias with its MCU in the CDR.

GATEWAY INFORMATION

Gateway ID

Check to record gateway IDs in the CDR.

Phone Number

Check to record gateway phone numbers in the CDR.

Service Prefix

Check to record gateway service prefixes in the CDR.

Service Bandwidth in Kbps

Check to record gateway service bandwidth information in the CDR.

Country Code

Check to record gateway country codes in the CDR.

Area Code

Check to record gateway area codes in the CDR.

Zone Prefix

Check to record gateway zone prefixes in the CDR.

TERMINAL/GATEWAY ASSOCIATION

ISDN Phone Number

Check to associate a terminal ISDN phone number with its gateway in the CDR.

Alias

Check to associate a terminal alias with its gateway in the CDR.

RESOURCES TAB

The **Resources** tab allows the system administrator to select which resources information to include in the CDR.

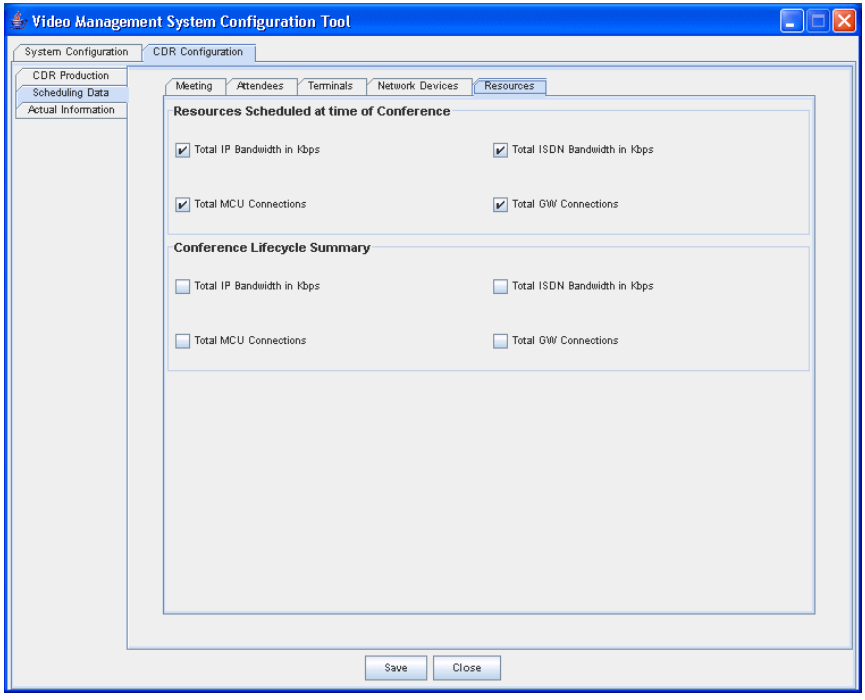

Figure B-17 *Scheduling Data: Resources Tab*

RESOURCES SCHEDULED AT TIME OF CONFERENCE

Total IP Bandwidth in Kbps

Check to record the total IP bandwidth scheduled for the start of individual meetings (measured in Kbps) in the CDR.

Total ISDN Bandwidth in Kbps

Check to record the total ISDN bandwidth scheduled for the start of individual meetings (measured in Kbps) in the CDR.

Total MCU Connections

Check to record the total number of MCU connections scheduled for the start of individual meetings in the CDR.

Total GW Connections

Check to record the total number of gateway connections scheduled for the start of individual meetings in the CDR.

Conference Lifecycle Summary

Total IP Bandwidth in Kbps

Check to record the total IP bandwidth scheduled for the entire lifecycle of individual meetings (measured in Kbps) in the CDR.

Total ISDN Bandwidth in Kbps

Check to record the total ISDN bandwidth scheduled for the entire lifecycle of individual meetings (measured in Kbps) in the CDR.

Total MCU Connections

Check to record the total number of MCU connections scheduled for the entire lifecycle of individual meetings in the CDR.

Total GW Connections

Check to record the total number of gateway connections scheduled for the entire lifecycle of individual meetings in the CDR.

ACTUAL INFORMATION TAB

The **Actual Information** tab allows the system administrator to select which types of actual (rather than scheduled) information about a meeting will be recorded in the CDR. Items shown in light gray are required by the VMS system and cannot be deselected.

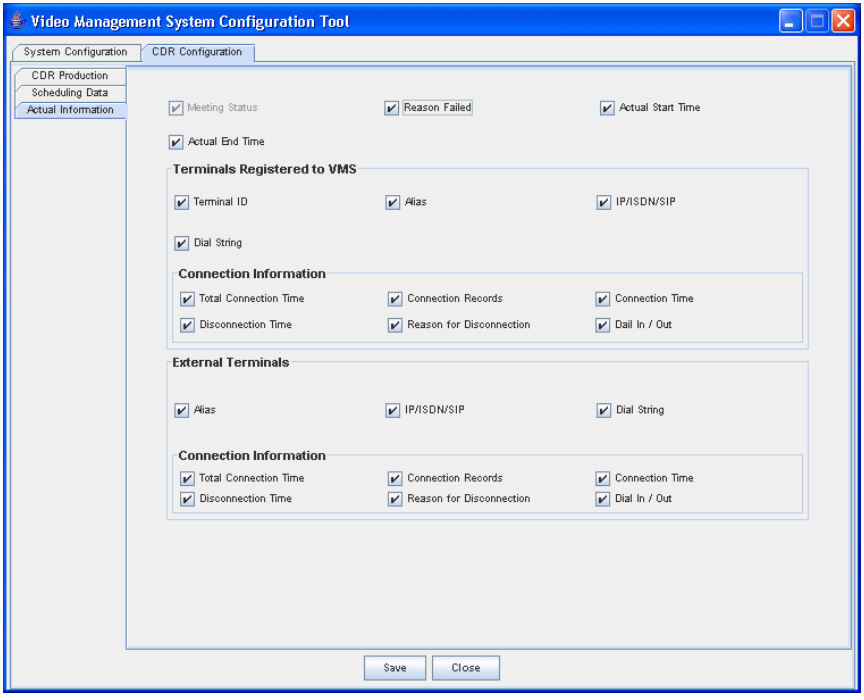

Figure B-18 *Actual Information Tab*

Meeting Status

Saves meeting status information in the CDR. This is a required field and cannot be deselected.

Reason Failed

Check to record the reason for meeting failures to the CDR.

Actual Start Time

Check to record the *actual* (rather than the *scheduled*) start time of a meeting in the CDR.

Actual End Time

Check to record the *actual* (rather than the *scheduled*) end time of a meeting in the CDR.

Terminals Registered to VMS

Terminal ID

Check to record participating terminal IDs in the CDR.

Alias

Check to record participating terminal aliases in the CDR.

ISDN/IP/SIP

Check to record participating terminal ISDN/IP/SIP status information in the CDR.

Dial String

Check to record participating terminal dial strings in the CDR.

Connection Information

Total Connection Time

Check to record a single participating terminal total actual connection time in the CDR.

Connection Records

Check to record a single participating terminal actual connection record (the number of times a terminal connects and disconnects) in the CDR.

Connection Time

Check to record a single participating terminal actual time of initial connection in the CDR.

Disconnection Time

Check to record a single participating terminal actual time of disconnection in the CDR.

Reason for Disconnection

Check to record a single participating terminal reason for disconnection in the CDR.

Dial In/Out

Check to record whether a single participating terminal dialed in or out in the CDR.

External Terminals

Alias

Check to record participating external terminal aliases in the CDR.

ISDN/IP/SIP

Check to record participating external terminal ISDN/IP/SIP status information in the CDR.

Dial String

Check to record participating external terminal dial strings in the CDR.

Connection Information

Total Connection Time

Check to record a single participating external terminal total actual connection time in the CDR

Connection Records

Check to record a single participating external terminal actual connection record (the number of times a terminal connects and disconnects) in the CDR.

Connection Time

Check to record participating external terminal actual time of initial connection in the CDR.

Disconnection Time

Check to record single participating external terminal actual time of disconnection in the CDR.

Reason for Disconnection

Check to record single participating external terminal reason for disconnection in the CDR.

Dial In/Out

Check to record whether a single participating external terminal dialed in or out in the CDR.

APPENDIX C

PROVISIONING USERS VIA A DIRECTORY SERVER

WHAT'S IN THIS APPENDIX

This appendix describes how you can optionally configure the VMS to work with a directory server.

The VMS supports the following directory servers:

- Microsoft Active Directory Server (ADS) 2000
- Microsoft Active Directory Server (ADS) 2003
- iPlanet Directory Server 5.0+
- Sun ONE Directory Server 5.0+

This appendix includes the following:

- Synchronizing User Information
- Viewing Active Directory Server User Information
- Viewing iPlanet Directory Server User Information
- Provisioning an iPlanet/Sun ONE Directory Server System
- LDAP Information Attributes
- Mapping External LDAP Users to VMS User Types

SYNCHRONIZING USER INFORMATION

If an organization uses an external directory server, the VMS can synchronize user information with the directory server, thus minimizing user setup and maintenance.

When the VMS connects to an external directory server, all users defined in the directory server are inserted into the VMS with the user type defined for each user in the directory server. For information on defining user types for users defined in an external directory server and then imported to the VMS, see Mapping External LDAP Users to VMS User Types on page 398.

Where no user type is defined, a user is assigned the user type configured in the **User Type** field in the **Default User Settings** tab of the **Organization Settings** section. The default setting is **Meeting Organizer**.

Note During the organization account creation process, the VMS registers only the first user (the technical contact), who is generally the administrator who performed the installation. The technical contact is automatically assigned the Organization Administrator user type, allowing the technical contact to log in and provision the rest of the users. You cannot delete the technical contact via the VMS, and you should not delete the technical contact from the directory server.

To synchronize the VMS with your directory server, click the **Update** button.

Warning The VMS installation program will not correctly configure the database to synchronize with your directory server if your directory server has been customized so that it no longer uses standard schema attribute and class labels.

Viewing Active Directory Server User Information

This section describes how you work with Microsoft Active Directory Server (ADS) 2000 and 2003.

To view information for any user on the Active Directory Server (ADS) host

1. Go to **Start** | **Programs** | **Administrative Tools** | **Active Directory Users and Computers**, or

   Start | **Settings** | **Control Panel** | **Administrative Tools** | **Active Directory Users and Computers**.
2. Expand the user folder for the user list.
3. Right click the required user and select **Properties**.

   The user ID can be found in the **General** tab next to the person icon as shown at Figure C-1.

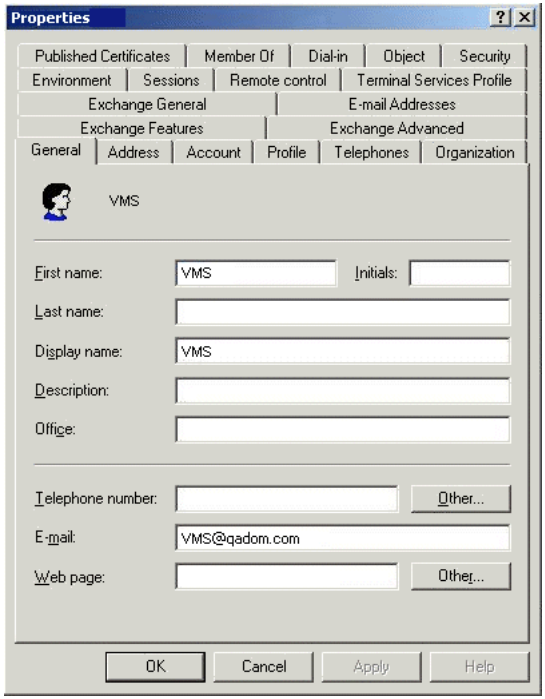

Figure C-1 *ADS Properties: General Tab*

4. Select the **Account** tab to view the user login name.

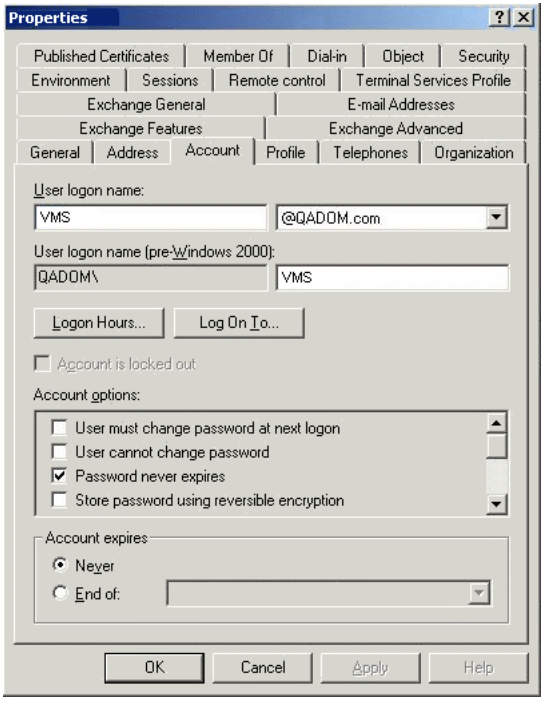

Figure C-2 *ADS Properties: Account Tab*

VIEWING IPLANET DIRECTORY SERVER USER INFORMATION

This section describes how you work with iPlanet Directory Server 5.0+.

To view organization unit information on the iPlanet Directory Server host

1. Go to **Start** | **Programs** | **iPlanet Server Products** | **iPlanet Console**.
2. When the iPlanet Console interface displays, expand the tree by selecting **Directory Serverhost | Server Group | Directory Server**.
3. Select **Directory Server** and click the **Open** button.
4. Select the **Directory** tab to view the Directory Tree.

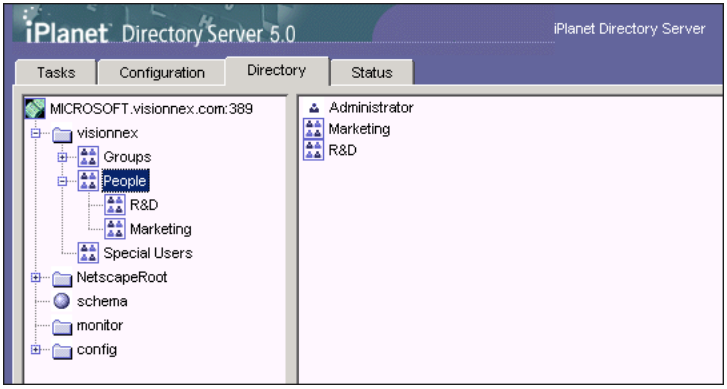

Figure C-3 *iPlanet Directory Server: Directory Tab*

5. Right click on the icon at the highest level in the directory tree which contains users (**People** in Figure C-3) and select **Properties**.
6. Click **Advanced** to display property details.
7. Select **Show DN** to display the organization unit as shown in Figure C-4.

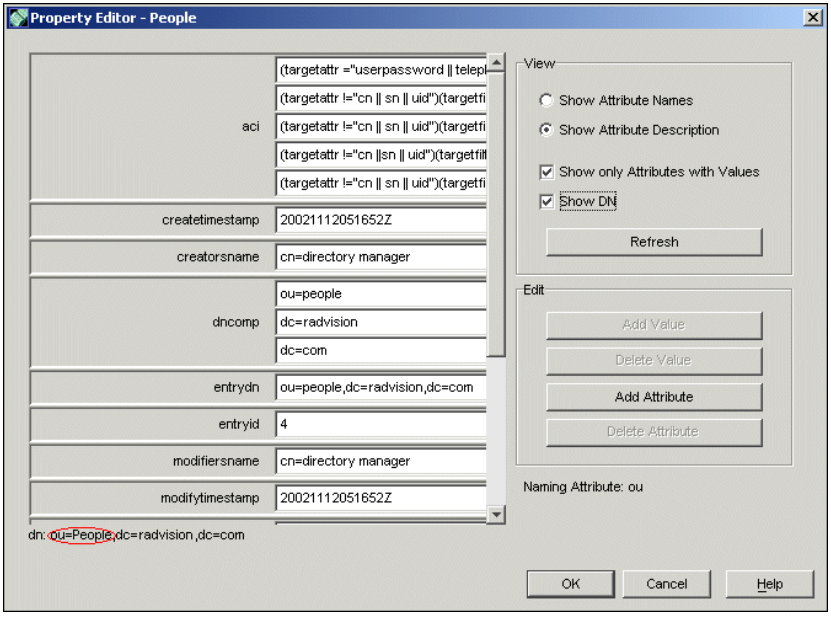

Figure C-4 *iPlanet Directory Server: Property Editor Screen*

Note If your users are stored in a sub-level directory, it is possible that the organization unit (ou) has multiple entries (e.g., ou=resources,ou=people). Copy the entry exactly as shown, from the distinguished name (dn) to the domain name (dc).

For Example
If the properties displayed are:
dn: ou=resources,ou=people,dc=radvision,dc=com
the correct entry for organization unit is:
ou=resources,ou=people.

PROVISIONING AN iPLANET/SUN ONE DIRECTORY SERVER SYSTEM

In the **Active** tab of the **Organization Management** section, click the **Add** button. The **Organization Profile** dialog box displays with the **General** tab selected.

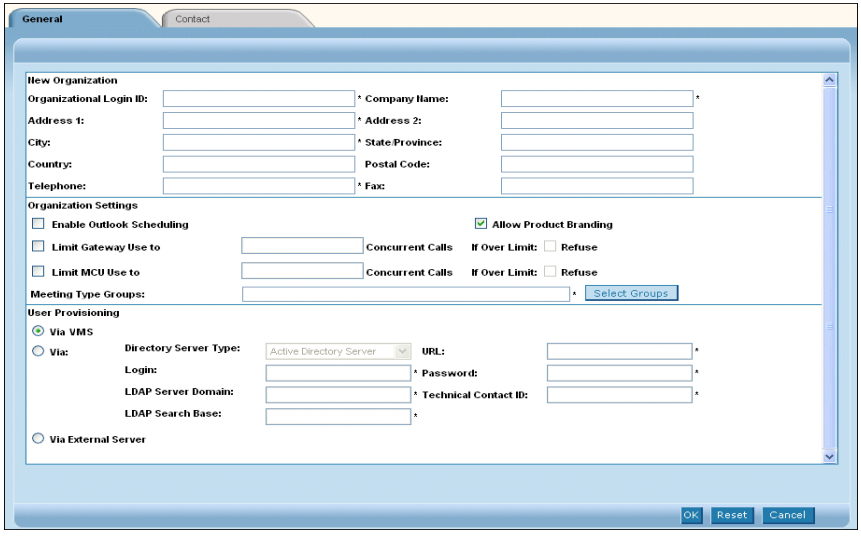

Figure C-5 *Organization Profile: General Tab*

Configure the **User Provisions** section as follows:

Via Directory Server Type

Select **iPlanet/Sun Directory Server** from the drop-down list.

URL

Type the URL of the directory server host machine using either the IP address or the FQDN (Fully Qualified Domain Name). For example, a URL using the FQDN appears in the format *ldapserver.abc.com:389* or *192.168.227.8:389*.

Login

Type the Distinguished Name for any user who has permission to browse the directory. For example, “uid=administrator,ou=people”.

Password

Type the password associated with the Distinguished Name configured in the **Login** field.

LDAP Server Domain

Type the FQDN for the directory server.

Technical Contact ID

Type the login ID of the designated contact person for this organization. This information is used to create the first Organization Administrator user within the VMS. This user will be able to log in after installation is complete and set up the rest of the users and resources.

The login ID for iPlanet/Sun ONE directory servers should be relative to the search base. For example, “uid=administrator”.

LDAP Search Base

Type the root of the Directory Information Tree in which the VMS begins a search for a user. Do not include domain components such as “dc=abc, dc=com”. You can type multiple search bases by separating search bases with a semicolon. For example, “ou=VMS;cn=Users”.

OK

Click to save the specified organization profile.

Note When using iPlanet/Sun ONE directory server to provision the VMS, it is possible that identical user login IDs may exist in different OUs. When this is the case, search base information must be provided as part of the login. For example, “uid=dsmith, ou=groups” or “uid=dsmith, ou=people”.

Note Once you have created the organization account, you cannot change the user provisioning type.

LDAP INFORMATION ATTRIBUTES

This section lists the LDAP information attributes used by the VMS.

Table C-1 *LDAP Information Attributes*

Identifier	Attribute	Description
1	uid	User identifier
2	email	User e-mail address
3	telephone	User telephone number
4	mobile	User mobile telephone number
5	fax	User fax number
6	cn	Full name of user
7	givenName	Given name of user
8	sn	Surname of user
9	company	User company name
10	branch	Branch
11	department	Department
12	country	Country
13	state	State
14	city	City
15	description	Description
16	zipCode	Zip code
17	address	Address

Mapping External LDAP Users to VMS User Types

This section describes how to define a user role for users that are defined in one of the following external directory (LDAP) servers

- Microsoft Active Directory Server (ADS) 2000
- Microsoft Active Directory Server (ADS) 2003
- iPlanet/Sun ONE Directory Server 5.0+

and how the VMS assigns a user type to such users.

External LDAP user types are managed through LDAP groups by an XML configuration file. The XML files are located at

C:\Program Files\RADVISION\Video Management System\jboss-3.2.5\bin\configFiles.

Note XML configuration file definitions overwrite the setting for the **User Type** field in the **Default User Settings** tab of the **Organization Settings** section (see User Type on page 147). You can use the **User Type** field for ADS groups that are not defined in the XML configuration file.

VMS and VMS Light XML Configuration

For VMS and VMS Light, the ADS and iPlanet/Sun ONE configuration file is called *LDAP-roles-999.xml*.

VMS Pro XML Configuration

When you create a new LDAP organization in VMS Pro, the *LDAP-roles-default.xml* file (for ADS) and the *LDAP-roles-default- IPLANET.xml* file (for iPlanet/Sun) are used by default to create a mapping between the new roles configured in the directory server and the user types supported in the VMS.

When an organization is created, a configuration file called *LDAP-roles-Member ID.xml* is generated specifically for this organization. Use this file to make any further changes to the organization.

Each time you click the **Update** button, the user role will be synchronized according to the mapping definition in the XML file.

Remember During the organization account creation process, the VMS registers only the first user (the technical contact), who is generally the administrator who performed the installation. The technical contact is automatically assigned the Organization Administrator user type, allowing the technical contact to log in and provision the rest of the users. You cannot delete the technical contact via the VMS, and you should not delete the technical contact from the directory server.

To define user roles for users defined in an external LDAP directory server

1. In the external directory server, configure a new group (Microsoft Active Directory Server 2000 and 2003) or a new role (iPlanet/Sun ONE Directory Server 5.0+) representing a specific user type.
2. Add all the required users of the specified user type to the new group/role.

Note A user in a directory server will be synchronized to the VMS database if and only if the user has an e-mail address, and the user has a given name or surname.

---

3. In the relevant XML configuration file (see VMS and VMS Light XML Configuration and VMS Pro XML Configuration on page 398), create a mapping between the new groups/roles configured in the external directory server and the user types supported in the VMS.

Note In the XML files, the **Role type** parameter represents the VMS user type, and the **Group name** parameter represents the name of the group or role defined in the external directory server.

Warning You must not change any of the VMS user type parameter values. You may, however, configure any value for external directory server group or role names.

When users are imported from the relevant external directory server, the VMS allocates user roles according to the mapping defined in XML files.

SAMPLE MAPPING

Figure C-6 on page 401 shows a sample set of ADS group-to-user type mappings in which the following mappings are configured:

- All users in the external directory server **VCS Regular User** group are assigned the **Regular User** VMS user type.
- All users in the external directory server **VCS Conference Organizer** group are assigned the **Conference Organizer** VMS user type.
- All users in the external directory server **VCS Enterprise Operator** group are assigned the **Enterprise Operator** VMS user type.
- All users in the external directory server **VCS Enterprise Administrator** group are assigned the **Enterprise Administrator** VMS user type.
- Users in the **VCS Undefined** group (and all users for which no group/role is specified in the directory server configuration file) are assigned a user type according to the setting in the **Default User Settings** tab of the **Organization Settings** section of the VMS. The default setting is **Meeting Organizer**.

Note

- The **Conference Organizer** user type refers to the **Meeting Organizer** user type in the VMS user interface.
- The **Enterprise Operator** user type refers to the **Meeting Operator** user type in the VMS user interface.
- The **Enterprise Administrator** user type refers to the **Organization Administrator** user type in the VMS user interface.

```
<?xml version="1.0" encoding="UTF-8" ?>
- <VCSRoles>
    <!--          <IgnoreUsersInUnknownGroups />
      -->
  - <Role type="Regular User">
    - <GroupsList>
        <Group name="VCS Regular User" />
      </GroupsList>
    </Role>
  - <Role type="Conference Organizer">
    - <GroupsList>
        <Group name="VCS Conference Organizer" />
      </GroupsList>
    </Role>
  - <Role type="Enterprise Operator">
    - <GroupsList>
        <Group name="VCS Enterprise Operator" />
        <Group name="VCS Undefined" />
      </GroupsList>
    </Role>
  - <Role type="Enterprise Administrator">
    - <GroupsList>
        <Group name="VCS Enterprise Administrator" />
      </GroupsList>
    </Role>
  </VCSRoles>
```

Figure C-6 *Sample XML Group-to-User Type Mapping*

APPENDIX D

CDR XML TAGS AND ATTRIBUTES

WHAT'S IN THIS APPENDIX

This appendix details XML tags used to label data in the stored XML file, their attributes and the order in which they are arranged, including the following:

- CDR XML Tag Index
- CDR XML Tags, Attributes and Descriptions

Call Data Records (CDR) are stored by the VMS when this feature is enabled through the VMS Configuration Tool. These records are saved in XML format and can be used for various technical and business purposes. Service Providers can create comprehensive records of each call, which can then be used to analyze how a meeting system is being used. Service Providers can also use captured data in the CDR for diagnostic or billing purposes.

Note All references to "VCS" in this appendix should be taken to refer to VMS.

CDR XML TAG INDEX

Element
<conferences> </conferences>
<ConferenceData> </ConferenceData>
<Scheduling-Data> </Scheduling-Data>
<Conference> </Conference>
<Basic-Information> </Basic-Information>

Element
<.203-Conference-ID />
<Master-Conference-ID />
<Slave-Conference-ID-List> </Slave-Conference-ID-List>
<Slave-Conference-ID />
<Subject />
<Reference-Code />
<Description />
<Scheduled-Adhoc />
<Start-Time />
<Duration />
<VCS-Server-TimeZone />
<Auto-Extend />
<Advanced-Information> </Advanced-Information>
<Extra-IP-Ports-Reserved />
<Extra-ISDN-Ports-Reserved />
<Priority />
<DateTime-Scheduled />
<DateTime-Cancelled />
<Conference-Lifecycle-Summary> </Conference-Lifecycle-Summary>
<Resources-Scheduled> </Resources-Scheduled>
<DateTime-Modified />
<Total-IP-Bandwidth />
<Total-ISDN-Bandwidth />
<Total-MCU-Connections-Number />
<Total-GW-Connections-Number />
<Resources> </Resources>

Element
<Conference-Service> </Conference-Service>
<VCS-Service-Id />
<MCU-Service-Prefix />
<Min-Video-Layout />
<Max-Video-Layout />
<Max-Bit-Rate-In />
<Max-Bit-Rate-Out />
<Max-Frame-Rate-In />
<Max-Frame-Rate-Out />
<Max-Picture-Format-In />
<Max-Picture-Format-Out />
<Max-T120-Ports-Reserved />
<Max-Subconferences />
<Resources-Scheduled-At-Time-Of-Conference> </Resources-Scheduled-At-Time-Of-Conference>
<Total-IP-Bandwidth />
<Total-ISDN-Bandwidth />
<Total-MCU-Connections-Number />
<Total-GW-Connections-Number />
<Attendees-Terminals> </Attendees-Terminals>
<Host> </Host>
<VCS-User-Id />
<Login-Id />
<First-Name />
<Last-Name />
<Email />
<VCS-Customer-Id />
<Company-Name />

Element
<Customer-Profile-Type />
<Customer-Billing-Phone />
<Is-Controller />
<Organizer> </Organizer>
<VCS-User-Id />
<Login-Id />
<First-Name />
<Last-Name />
<Email />
<VCS-Customer-Id />
<Company-Name />
<Customer-Profile-Type />
<Customer-Billing-Phone />
<Is-Controller />
<Attendees-Registered-to-VCS> </Attendees-Registered-to-VCS>
<Attendee-Registered-to-VCS> </Attendee-Registered-to-VCS>
<VCS-User-Id />
<Login-Id />
<First-Name />
<Last-Name />
<Email />
<VCS-Customer-Id />
<Company-Name />
<Is-Controller />
<External-Attendees> </External-Attendees>
<External-Attendee> </External-Attendee>
<Email />

Element
<First-Name />
<Last-Name />
<Terminals-Registered-to-VCS> </Terminals-Registered-to-VCS>
<Terminal-Registered-to-VCS> </Terminal-Registered-to-VCS>
<VCS-Terminal-Id />
<Alias />
<Dial-String />
<IP-ISDN-SIP />
<Dial-in-Dial-out />
<MCU />
<Gateway />
<Room />
<Gatekeeper />
<Zone-Prefix />
<External-Terminals> </External-Terminals>
<External-Terminal> </External-Terminal>
<Name />
<Dial-String />
<IP-ISDN-SIP />
<Dial-in-Dial-out />
<MCU />
<Gateway />
<Room />
<Gatekeeper />
<Zone-Prefix />
<Attendees-Terminals-Association> </Attendees-Terminals-Association>
<Association />

Element
<Network-Devices> </Network-Devices>
<GKs> </GKs>
<GK-Proxy-Information> </GK-Proxy-Information>
<VCS-ID />
<Name />
<Model />
<IP-Address />
<Zone-Prefix />
<SIP-Domain />
<GK-Device-Association> </GK-Device-Association>
<Association />
<MCUs> </MCUs>
<MCU-Information> </MCU-Information>
<VCS-ID />
<Alias />
<Model />
<Master-Slave />
<Zone-Prefix />
<Gatekeeper />
<Service-Prefix />
<List-of-Assigned-Terminals> /<List-of-Assigned-Terminals>
<Terminal />
<GateWays> </GateWays>
<Gateway-Information> </Gateway-Information>
<VCS-ID />
<Phone-Number />
<Service-Prefix />

Element
<Service-Bandwidth />
<Country-Code />
<Area-Code />
<Zone-Prefix />
<Terminal-Gateway-Association> </Terminal-Gateway-Association>
<Association />
<Rooms> </Rooms>
<Room-Information> </Room-Information>
<VCS-ID />
<Name />
<Terminal-Room-Association> </Terminal-Room-Association>
<Terminal />
<Completed-Conference-Data> </Completed-Conference-Data>
<Conference-Status />
<Reason-Failed />
<Actual-Start-Time />
<Actual-End-Time />
<Terminals-Registered-to-VCS> </Terminals-Registered-to-VCS>
<Terminal-Registered-to-VCS> </Terminal-Registered-to-VCS>
<VCS-Terminal-Id />
<Alias />
<IP-ISDN-SIP />
<Dial-String />
<Total-Connection-Time />
<List-of-Connection-Records /> <List-of-Connection-Records />
<Connection />
<Actual-External-Terminals> </Actual-External-Terminals>

Element
<Actual-External-Terminal> </Actual-External-Terminal>
<Alias />
<IP-ISDN-SIP />
<Dial-String />
<Total-Connection-Time />
<List-of-Connection-Records /> <List-of-Connection-Records />
<Connection />

CDR XML Tags, Attributes and Descriptions

<conferences> </conferences>
Defines the beginning of all conference data. The <conferences> tag will contain data for an entire day's conferences, or for a single conference depending on how the VCS has been configured. See CDR Configuration Tab on page 363 for more information.

Attribute Name	Type	Example
---	----	---

<ConferenceData> </ConferenceData>
Defines the beginning of data for a single conference.

Attribute Name	Type	Example
---	----	---

<Scheduling-Data> </Scheduling-Data>
Contains data directly related to conference scheduling, e.g.,what resources were reserved and attendees/terminals invited at the time the conference was scheduled.

Attribute Name	Type	Example

<Scheduling-Data> </Scheduling-Data>		
---	----	---

<Conference> </Conference>		
Contains data related to conference scheduling, e.g., the conference ID, its start time, duration, the number of extra IP and ISDN ports reserved, etc.		
Attribute Name	**Type**	**Example**
---	----	---

<Basic-Information> </Basic-Information>		
Contains basic conference scheduling information.		
Attribute Name	**Type**	**Example**
---	----	---

<.203-Conference-ID />		
Contains the number used to identify the conference within the VCS application.		
Attribute Name	**Type**	**Example**
value	Integer	<VCS-Conference-ID value="1307" />

<Master-Conference-ID />		
Contains the ID used to identify the conference on the master MCU.		
Attribute Name	**Type**	**Example**
value	Zone Number + Service Prefix ID + Physical Conference ID	<Master-Conference-ID value="58-80-3458" />

<Slave-Conference-ID-List> </Slave-Conference-ID-List>		
Contains a list of conference IDs on slave MCUs.		
Attribute Name	**Type**	**Example**
---	---	---

<Slave-Conference-ID />		
Contains the conference ID for a single slave MCU.		
Attribute Name	**Type**	**Example**
value	Zone Number + Service Prefix ID + Physical Conference ID	<Slave-Conference-ID value="175-80-4417" />

<Subject />		
Contains the conference's subject as it was entered when the conference was scheduled.		
Attribute Name	**Type**	**Example**
value	String	<Subject value="Quarter 3 Results Discussion" />

<Reference-Code />		
Contains any internal department, billing, client or account numbers used to track resource use within a company, if entered during conference scheduling.		
Attribute Name	**Type**	**Example**
value	String	<Reference-Code value="101236" />

<Description />

Contains the conference's description as it was entered when the conference was scheduled.

Attribute Name	Type	Example
value	String	<Description value="Let's get together to discuss Q3 results and Q4 prospects." />

<MultiPoint-PointToPoint />

Displays which type of conference was scheduled, a multipoint conference of a point to point conference.

Attribute Name	Type	Example
value	Multipoint/PointToPoint	<MultiPoint-PointToPoint value="MultiPoint" />

<Scheduled-Adhoc />

Displays whether the conference was scheduled to start at some point in the future, or if it was created immediately (ad hoc) via the VCS or endpoint.

Attribute Name	Type	Example
value	VCS Scheduled/VCS Ad Hoc/Endpoint Initiated Ad Hoc	<Scheduled-Adhoc value="VCS Ad Hoc" />

<Start-Time />

Contains the conference's scheduled start time.

Attribute Name	Type	Example
value	yyyy-mm-ddThh-mm-ssZ	<Start-Time value="2003-03-29T11:35:47Z" />

<Duration />		
Contains the conference's scheduled duration.		
Attribute Name	**Type**	**Example**
value	Integer Minutes	<Duration value="30 Minutes" />

<VCS-Server-TimeZone />		
Contains VCS server's time zone information.		
Attribute Name	**Type**	**Example**
value	GMT+/-XX:XX	<VCS-Server-TimeZone value="GMT+08:00" />

<Auto-Extend />		
Determines whether "Auto Extend" was selected when the conference was scheduled.		
Attribute Name	**Type**	**Example**
value	Boolean	<Auto-Extend value="false" />

<Advanced-Information> </Advanced-Information>		
Contains advanced conference scheduling information.		
Attribute Name	**Type**	**Example**
---	---	---

<Extra-IP-Ports-Reserved />
Contains the number of additional IP ports that were reserved for the conference at the time it was scheduled.

<Extra-IP-Ports-Reserved />		
Attribute Name	**Type**	**Example**
value	Integer	<Extra-IP-Ports-Reserved value="2" />

<Extra-ISDN-Ports-Reserved />		
Contains the number of additional ISDN ports that were reserved for the conference at the time it was scheduled.		
Attribute Name	**Type**	**Example**
value	Integer	<Extra-ISDN-Ports-Reserved value="1" />

<Priority />		
Displays the priority option selected when the conference was scheduled.		
Attribute Name	**Type**	**Example**
value	Unspecified/Bandwidth/Delay	<Priority value="Bandwidth" />

<DateTime-Scheduled />		
Contains the date and time that the conference was scheduled via the VCS.		
Attribute Name	**Type**	**Example**
value	yyyy-mm-ddThh-mm-ssZ	<DateTime-Scheduled value="2003-03-29T11:35:47Z" />

<DateTime-Cancelled />		
If conference is cancelled before its scheduled start time, this tag contains the date and time of cancellation.		
Attribute Name	**Type**	**Example**
value	yyyy-mm-ddThh-mm-ssZ	<DateTime-Cancelled value="N/A" />

<Conference-Lifecycle-Summary> </Conference-Lifecycle-Summary>		
Contains lifecycle information for a single instance of a schedule conference, including basic stats captured when the conference was scheduled, as well as records of any modifications prior to the conference.		
Attribute Name	**Type**	**Example**
---	---	---

<Resources-Scheduled> </Resources-Scheduled>		
Contains a list of resources scheduled when the conference was created or modified.		
Attribute Name	**Type**	**Example**
---	---	---

<DateTime-Modified />		
Contains the date and time a modification was made to the scheduled conference.		
Attribute Name	**Type**	**Example**
value	yyyy-mm-ddThh-mm-ssZ	<DateTime-Modified value="2003-03-30T10:20:25Z" />

<Total-IP-Bandwidth />		
Contains the total amount of IP bandwidth scheduled for the conference, in Kbps.		
Attribute Name	**Type**	**Example**
value	Integer	<Total-IP-Bandwidth value="768" />

<Total-ISDN-Bandwidth />

Contains the total amount of ISDN bandwidth scheduled for the conference, in Kbps.

Attribute Name	Type	Example
value	Integer	<Total-ISDN-Bandwidth value="192" />

<Total-MCU-Connections-Number />

Contains the total number of MCU connections scheduled for the conference (# of terminals, extra ports and cascading MCUs).

Attribute Name	Type	Example
value	Integer	<Total-MCU-Connections-Number value="5" />

<Total-GW-Connections-Number />

Contains the total number of gateway connections scheduled for the conference (#of terminals and reserved ISDN ports).

Attribute Name	Type	Example
value	Integer	<Total-GW-Connections-Number value="5" />

<Resources> </Resources>		
Contains a list of resources committed/required for the conference.		
Attribute Name	**Type**	**Example**
---	---	---

<Conference-Service> </Conference-Service>		
Contains a list of conference services scheduled for use.		
Attribute Name	**Type**	**Example**
---	---	---

<VCS-Service-Id />		
Lists the VCS ID of the service (that is, the name of the service in the VCS) selected for use during this conference.		
Attribute Name	**Type**	**Example**
value	String	<VCS-Service-Id value="10045" />

<MCU-Service-Prefix />		
Contains the MCU service prefix on the master MCU selected for use during this conference.		
Attribute Name	**Type**	**Example**
value	String	<MCU-Service-Prefix value="80" />

<Min-Video-Layout />		
Displays the smallest video layout among all schemes (minimum video layout) associated with the scheduled service.		
Attribute Name	**Type**	**Example**
value	Integer	<Min-Video-Layout value="1" />

<Max-Video-Layout />		
Displays the largest video layout among all schemes (maximum video layout) associated with the scheduled service.		
Attribute Name	**Type**	**Example**
value	Integer	<Max-Video-Layout value="1" />

<Max-Bit-Rate-In />		
Displays the maximum incoming video bit rate available through this service, in Kbps.		
Attribute Name	**Type**	**Example**
value	Integer	<Max-Bit-Rate-In value="384" />

<Max-Bit-Rate-Out />		
Displays the maximum outgoing video bit rate available through this service, in Kbps.		
Attribute Name	**Type**	**Example**
value	Integer	<Max-Bit-Rate-Out value="0" />

<Max-Frame-Rate-In />		
Displays the maximum incoming frame rate available through this service.		
Attribute Name	**Type**	**Example**
value	NONE/5/7.5/10/15/25/30/50/60	<Max-Frame-Rate-In value="30" />

<Max-Frame-Rate-Out />		
Displays the maximum outgoing frame rate among all schemes available through this service.		
Attribute Name	**Type**	**Example**
value	NONE/5/7.5/10/15/25/30/50/60	<Max-Frame-Rate-Out value="30" />

<Max-Picture-Format-In />		
Displays the maximum incoming picture format available through this service.		
Attribute Name	**Type**	**Example**
value	NONE/SQCIF/QCIF/SIF/CIF/VGA/4SIF/4CIF/ SVGA/XGA/SXGA/16CIF/UXGA/4XGA	<Max-Picture-Format-In value="4SIF" />

<Max-Picture-Format-Out />		
Displays the maximum outgoing picture format available through this service.		
Attribute Name	**Type**	**Example**
value	NONE/SQCIF/QCIF/SIF/CIF/VGA/4SIF/4CIF/ SVGA/XGA/SXGA/16CIF/UXGA/4XGA	<Max-Picture-Format-Out value="4SIF" />

<Max-T120-Ports-Reserved />		
Contains the total number of T120 ports reserved for the conference.		
Attribute Name	**Type**	**Example**
value	Integer	<Max-T120-Ports-Reserved value="0" />

<Max-Subconferences />		
Contains the number of breakout conferences (or sub conferences) that are a part of the selected service.		
Attribute Name	**Type**	**Example**
value	Integer	<Max-Subconferences value="0" />

<Resources-Scheduled-At-Time-Of-Conference> </Resources-Scheduled-At-Time-Of-Conference>		
Contains a list of resources at the time the conference starts (that is, after any modifications have been made to the conference reservation over time).		
Attribute Name	**Type**	**Example**
---	---	---

<Total-IP-Bandwidth />		
Contains the total amount of IP bandwidth scheduled at the time of the conference.		
Attribute Name	**Type**	**Example**
value	Integer	<Total-IP-Bandwidth value="768" />

<Total-ISDN-Bandwidth />		
Contains the total amount of ISDN bandwidth scheduled at the time of the conference.		
Attribute Name	**Type**	**Example**
value	Integer	<Total-ISDN-Bandwidth value="192" />

<Total-MCU-Connections-Number />		
Contains the total number of MCU connections scheduled at the time of the conference.		
Attribute Name	**Type**	**Example**
value	Integer	<Total-MCU-Connections-Number value="5" />

<Total-GW-Connections-Number />		
Contains the total number of gateway connections scheduled at the time of the conference.		
Attribute Name	**Type**	**Example**
value	Integer	<Total-GW-Connections-Number value="5" />

<Attendees-Terminals> </Attendees-Terminals>		
Contains lists of attendees and terminals scheduled for a conference.		
Attribute Name	**Type**	**Example**
---	---	---

<Host> </Host>		
Contains information about the conference host, as designated when the conference was scheduled.		
Attribute Name	**Type**	**Example**
---	---	---

<VCS-User-Id />		
Contains the conference host's VCS ID number.		
Attribute Name	**Type**	**Example**
value	String	<VCS-User-Id value="75" />

<Login-Id />		
Contains the conference host's VCS login ID.		
Attribute Name	**Type**	**Example**
value	String	<Login-Id value="Jsmith" />

<First-Name />		
Contains the conference host's first name.		
Attribute Name	**Type**	**Example**
value	String	<First-Name value="Jennifer" />

<Last-Name />		
Contains the conference host's last name.		
Attribute Name	**Type**	**Example**
value	String	<Last-Name value="Smith" />

<Email />		
Contains the conference host's email address.		
Attribute Name	**Type**	**Example**
value	String	<Email value="Jsmith@testco.com" />

<VCS-Customer-Id />		
Contains the host's VCS customer ID.		
Attribute Name	**Type**	**Example**
value	String	<VCS-Customer-Id value="67" />

<Company-Name />		
Contains the name of the host's company, which is associated with the Customer ID.		
Attribute Name	**Type**	**Example**
value	String	<Company-Name value="TestCo" />

<Customer-Profile-Type />		
Contains the customer profile type for the company to which the host belongs (not implemented).		
Attribute Name	**Type**	**Example**
value	String	<Customer-Profile-Type value="N/A" />

<Customer-Billing-Phone />		
Contains the telephone number for the conference host’s billing contact.		
Attribute Name	**Type**	**Example**
value	String	<Customer-Billing-Phone value="84995511" />

<Is-Controller />		
Notes whether the organizer, at the time the conference was scheduled, granted the host permission to control the conference.		
Attribute Name	**Type**	**Example**
value	Boolean	<Is-Controller value="true" />

<Organizer> </Organizer>		
Contains information about the conference organizer.		
Attribute Name	**Type**	**Example**
---	---	---

<VCS-User-Id />		
Contains the conference organizer's VCS ID number.		
Attribute Name	**Type**	**Example**
value	String	<VCS-User-Id value="20" />

<Login-Id />		
Contains the conference organizer's VCS login ID.		
Attribute Name	**Type**	**Example**
value	String	<Login-Id value="Mjones" />

<First-Name />		
Contains the conference organizer's first name.		
Attribute Name	**Type**	**Example**
value	String	<First-Name value="Mike" />

<Last-Name />		
Contains the conference organizer's last name.		
Attribute Name	**Type**	**Example**
value	String	<Last-Name value="Jones" />

<Email />		
Contains the conference organizer's email address.		
Attribute Name	**Type**	**Example**
value	String	<Email value="Mjones@testco.com" />

<VCS-Customer-Id />		
Contains the organizer's VCS customer ID.		
Attribute Name	**Type**	**Example**
value	String	<VCS-Customer-Id value="67" />

<Company-Name />		
Contains the name of the organizer's company, which is associated with the Customer ID.		
Attribute Name	**Type**	**Example**
value	String	<Company-Name value="TestCo" />

<Customer-Profile-Type />		
Contains the customer profile type for the company to which the organizer belongs (not implemented).		
Attribute Name	**Type**	**Example**
value	String	<Customer-Profile-Type value="N/A" />

<Customer-Billing-Phone />		
Contains the telephone number for the conference organizer's billing contact.		
Attribute Name	**Type**	**Example**
value	String	<Customer-Billing-Phone value="84995511" />

<Is-Controller />		
Notes whether the organizer also has permission to control the conference.		
Attribute Name	**Type**	**Example**
value	Boolean	<Is-Controller value="true" />

<Attendees-Registered-to-VCS> </Attendees-Registered-to-VCS>		
Contains information about conference attendees who are registered to the VCS.		
Attribute Name	**Type**	**Example**
---	---	---

<Attendee-Registered-to-VCS> </Attendee-Registered-to-VCS>		
Contains information about an individual conference attendee who is registered to the VCS.		
Attribute Name	**Type**	**Example**
---	---	---

<VCS-User-Id />		
Contains a conference attendee's VCS ID number.		
Attribute Name	**Type**	**Example**
value	String	<VCS-User-Id value="88" />

<Login-Id />		
Contains a conference attendee's VCS login ID.		
Attribute Name	**Type**	**Example**
value	String	<Login-Id value="Sperkins" />

<First-Name />		
Contains a conference attendee's first name.		
Attribute Name	**Type**	**Example**
value	String	<First-Name value="Susan" />

<Last-Name />		
Contains a conference attendee's last name.		
Attribute Name	**Type**	**Example**
value	String	<Last-Name value="Perkins" />

<Email />		
Contains a conference attendee's email address.		
Attribute Name	**Type**	**Example**
value	String	<Email value="Sperkins@testco.com" />

<VCS-Customer-Id />		
Contains an attendee's VCS customer ID.		
Attribute Name	**Type**	**Example**
value	String	<VCS-Customer-Id value="67" />

<Company-Name />		
Contains the name of an attendee's company, which is associated with the Customer ID.		
Attribute Name	**Type**	**Example**
value	String	<Company-Name value="TestCo" />

<Is-Controller />
Notes whether the organizer, at the time the conference was scheduled, granted an attendee permission to control the conference.

<Is-Controller />		
Attribute Name	**Type**	**Example**
value	Boolean	<Is-Controller value="false" />

<External-Attendees> </External-Attendees>		
Contains a list of external conference attendees (attendees not registered to the VCS).		
Attribute Name	**Type**	**Example**
---	---	---

<External-Attendee> </External-Attendee>		
Contains information about an individual external conference attendee, one who is not registered to the VCS.		
Attribute Name	**Type**	**Example**
---	---	---

<Email />		
Contains an external conference attendee's email address.		
Attribute Name	**Type**	**Example**
value	String	<Email value="Bwilliams@externalco.com" />

<First-Name />		
Contains an external conference attendee's first name.		
Attribute Name	**Type**	**Example**

<First-Name />		
value	String	<First-Name value="Brian" />

<Last-Name />		
Contains an external conference attendee's last name.		
Attribute Name	**Type**	**Example**
value	String	<Last-Name value="Williams" />

<Terminals-Registered-to-VCS> </Terminals-Registered-to-VCS>		
Contains a list of all VCS-registered terminals scheduled for the conference.		
Attribute Name	**Type**	**Example**
---	---	---

<Terminal-Registered-to-VCS> </Terminal-Registered-to-VCS>		
Contains information about a single VCS-registered terminal scheduled for the conference.		
Attribute Name	**Type**	**Example**
---	---	---

<VCS-Terminal-Id />		
Contains a terminal's internal VCS ID string.		
Attribute Name	**Type**	**Example**
value	String	<VCS-Terminal-Id value="0001-PARTY-10007" />

<Alias />

Contains a terminal's internal VCS name, or alias.

Attribute Name	Type	Example
value	String	<Alias value="T1" />

<Dial-String />

Contains a terminal's dial string information.
Note: If this is an ISDN phone number, the format is: CountryCode-AreaCode-PhoneNumber.

Attribute Name	Type	Example
value	String	<Dial-String value="812518" />

<IP-ISDN-SIP />

Specifies what type of terminal this is.

Attribute Name	Type	Example
value	IP/ISDN/SIP	<IP-ISDN-SIP value="IP" />

<Dial-in-Dial-out />

Contains a terminal's dialing mode.

Attribute Name	Type	Example
value	Dial-in/Dial-out	<Dial-in-Dial-out value="Dial-out" />

<MCU />		
Contains MCU information for an individual terminal registered to the VCS.		
Attribute Name	**Type**	**Example**
value	String	<MCU value="0001-MCU-10001" />

<Gateway />		
Contains Gateway information for an individual terminal registered to the VCS.		
Attribute Name	**Type**	**Example**
value	String	<Gateway value="N/A" />

<Room />		
Contains room information for a terminal registered to the VCS, if that terminal has a room association in the VCS.		
Attribute Name	**Type**	**Example**
value	String	<Room value="0001-ROOM-10001" />

<Gatekeeper />		
Contains Gatekeeper information for an individual terminal registered to the VCS.		
Attribute Name	**Type**	**Example**
value	String	<Gatekeeper value="0001-GK-10001" />

<Zone-Prefix />
Contains the zone prefix for an individual terminal registered to the VCS.

<Zone-Prefix />		
Attribute Name	**Type**	**Example**
value	String	<Zone-Prefix value="81" />

<External-Terminals> </External-Terminals>		
Contains a list of external terminals (terminals not registered to the VCS) scheduled for the conference		
Attribute Name	**Type**	**Example**
---	---	---

<External-Terminal> </External-Terminal>		
Contains information for an individual terminal scheduled for a conference.		
Attribute Name	**Type**	**Example**
---	---	---

<Name />		
Contains an external terminal's name as entered at the time the conference was scheduled.		
Attribute Name	**Type**	**Example**
value	String	<Name value="RobertEP" />

<Dial-String />		
Contains an external terminal's dial string.		
Attribute Name	**Type**	**Example**
value	String	<Dial-String value="123456" />

<IP-ISDN-SIP />		
Specifies what type of external terminal is scheduled for this conference.		
Attribute Name	**Type**	**Example**
value	IP/ISDN/SIP	<IP-ISDN-SIP value="IP" />

<Dial-in-Dial-out />		
Specifies an external terminal's dialing mode.		
Attribute Name	**Type**	**Example**
value	Dial-in/Dial-out	<Dial-in-Dial-out value="Dial-in" />

<MCU />		
Contains an external terminal's MCU information.		
Attribute Name	**Type**	**Example**
value	String	<MCU value="0001-MCU-10001" />

<Gateway />		
Contains an external terminal's gateway information.		
Attribute Name	**Type**	**Example**
value	String	<Gateway value="N/A" />

<Room />
Contains an external terminal's room information, if any.

<Room />		
Attribute Name	**Type**	**Example**
value	String	<Room value="N/A" />

<Gatekeeper />		
Contains an external terminal's gatekeeper information.		
Attribute Name	**Type**	**Example**
value	String	<Gatekeeper value="N/A" />

<Zone-Prefix />		
Contains an external terminal's zone prefix.		
Attribute Name	**Type**	**Example**
value	String	<Zone-Prefix value="N/A" />

<Attendees-Terminals-Association> </Attendees-Terminals-Association>		
Contains a list of attendees and terminal associations, allowing administrators to know which users used which terminals for an individual conference.		
Attribute Name	**Type**	**Example**
---	---	---

<Association />		
Associates an attendee with his/her terminal, login ID, email address, and terminal/dial string.		
Attribute Name	**Type**	**Example**

<Association />		
Dial-String	String	<Association Dial-String="812518" Email="Mjones@testco.com" LoginId="Mjones" />
Email	String	
LoginId	String	

<Network-Devices> </Network-Devices>		
Contains information about network devices scheduled for use in a conference during resource allocation.		
Attribute Name	**Type**	**Example**
---	---	---

<GKs> </GKs>		
Lists all gatekeepers reserved for use during the conference.		
Attribute Name	**Type**	**Example**
---	---	---

<GK-Proxy-Information> </GK-Proxy-Information>		
Contains information about an individual gatekeeper reserved for use during the conference.		
Attribute Name	**Type**	**Example**
---	---	---

<VCS-ID />		
Contains the internal gatekeeper ID in the VCS.		
Attribute Name	**Type**	**Example**

<VCS-ID />		
value	String	<VCS-ID value="0001-GK-10001" />

<Name />		
Contains the gatekeeper's name in the VCS.		
Attribute Name	**Type**	**Example**
value	String	<Name value="GK58" />

<Model />		
Contains the gatekeeper's model information.		
Attribute Name	**Type**	**Example**
value	String	<Model value="RADVISION ECS" />

<IP-Address />		
Contains the gatekeeper's IP address		
Attribute Name	**Type**	**Example**
value	XXX.XXX.XXX.XXX	<IP-Address value="192.168.1.58" />

<Zone-Prefix />		
Contains the gatekeeper's zone prefix.		
Attribute Name	**Type**	**Example**
value	String	<Zone-Prefix value="58" />

<SIP-Domain />		
Contains the gatekeeper's SIP domain.		
Attribute Name	**Type**	**Example**
value	String	<SIP-Domain value="N/A" />

<GK-Device-Association> </GK-Device-Association>		
Contains a list of Gatekeeper and device associations, including all devices (terminals/MCUs/gateways) registered to the gatekeeper.		
Attribute Name	**Type**	**Example**
---	---	---

<Association />		
Associates an individual gatekeeper with devices registered to that gatekeeper.		
Attribute Name	**Type**	**Example**
Alias	String	<Association Alias="2509" E.164="2509" device-Address="N/A" device-Type="Terminal" />
E.164	String	
device-Address	String (N/A or XXX.XXX.XXX.XXX)	
device-Type	String (e.g., MCU, Gateway, Terminal)	

<MCUs> </MCUs>		
Lists all MCUs reserved for use during the conference.		
Attribute Name	**Type**	**Example**
---	---	---

<MCU-Information> </MCU-Information>

Contains information about an individual MCU reserved for use during the conference.

Attribute Name	Type	Example
---	---	---

<VCS-ID />

Contains the MCU's internal VCS ID.

Attribute Name	Type	Example
value	String	<VCS-ID value="0001-MCU-10008" />

<Alias />

Contains the MCU's name in the VCS.

Attribute Name	Type	Example
value	String	<Alias value="MCU 82" />

<Model />

Contains model information for an individual MCU scheduled for use for this conference

Attribute Name	Type	Example
value	String	<Model value="RADVISION MCU 3.0+" />

<Master-Slave />

Specifies whether this MCU is master or slave if the conference is scheduled to be cascaded.

<Master-Slave />		
Attribute Name	**Type**	**Example**
value	Boolean	<Master-Slave value="false" />

<Zone-Prefix />		
Specifies the MCU's zone prefix.		
Attribute Name	**Type**	**Example**
value	Integer	<Zone-Prefix value="58" />

<Gatekeeper />		
Specifies the gatekeeper to which the MCU registers.		
Attribute Name	**Type**	**Example**
value	String	<Gatekeeper value="0001-GK-10001" />

<Service-Prefix />		
Specifies the MCU's service prefix.		
Attribute Name	**Type**	**Example**
value	String	<Service-Prefix value="80" />

<List-of-Assigned-Terminals> /<List-of-Assigned-Terminals>		
Contains a list of terminals assigned to the MCU for this conference.		
Attribute Name	**Type**	**Example**

<List-of-Assigned-Terminals> /<List-of-Assigned-Terminals>		
---	---	---

<Terminal />		
Contains information about a single terminal assigned to the MCU for the conference. Note: If ISDN phone number, the format is: CountryCode-AreaCode-PhoneNumber.		
Attribute Name	**Type**	**Example**
Alias	String	<Terminal Alias="2518" Dial-String="812518" IP-ISDN-SIP="IP" />
Dial-String	String	
IP-ISDN-SIP	IP/ISDN/SIP	

<GateWays> </GateWays>		
Lists all gateways reserved for use during the conference.		
Attribute Name	**Type**	**Example**
---	---	---

<Gateway-Information> </Gateway-Information>		
Contains information about an individual gateway reserved for use during the conference.		
Attribute Name	**Type**	**Example**
---	---	---

<VCS-ID />		
Contains the gateway's internal VCS ID.		
Attribute Name	**Type**	**Example**

<VCS-ID />		
value	String	<VCS-ID value="0001-GW-10006" />

<Phone-Number />		
Contains the gateway's phone number.		
Attribute Name	**Type**	**Example**
value	String	<Phone-Number value="88372361" />

<Service-Prefix />		
Contains the prefix of the requested service.		
Attribute Name	**Type**	**Example**
value	String	<Service-Prefix value="9384" />

<Service-Bandwidth />		
Specifies the bandwidth associated with the requested service configured on the gateway.		
Attribute Name	**Type**	**Example**
value	Integer	<Service-Bandwidth value="384" />

<Country-Code />		
Specifies the gateway's country code.		
Attribute Name	**Type**	**Example**
value	Integer	<Country-Code value="86" />

<Area-Code />		
Specifies the gateway's area code.		
Attribute Name	**Type**	**Example**
value	Integer	<Area-Code value="10" />

<Zone-Prefix />		
Specifies the gateway's zone prefix.		
Attribute Name	**Type**	**Example**
value	Integer	<Zone-Prefix value="58" />

<Terminal-Gateway-Association> </Terminal-Gateway-Association>		
Contains a list of endpoints (terminals) assigned to the gateway for this conference.		
Attribute Name	**Type**	**Example**
---	---	---

<Association />		
Associates an ISDN terminal with the gateway that it will use for this conference.		
Attribute Name	**Type**	**Example**

<Association />		
Alias	Integer	<Association Alias="ISDN002" ISDN-Phone-Number="22-55-88" Scheduled-Service-Bandwidth="64" Scheduled-Service-Prefix="9064" />
ISDN-Phone-Number	String	
Scheduled-Service-Bandwidth	String	
Scheduled-Service-Prefix	Integer	

<Rooms> </Rooms>		
Lists all rooms reserved for use during the conference.		
Attribute Name	**Type**	**Example**
---	---	---

<Room-Information> </Room-Information>		
Contains information about an individual room reserved for use during the conference.		
Attribute Name	**Type**	**Example**
---	---	---

<VCS-ID />		
Contains the room's VCS ID number.		
Attribute Name	**Type**	**Example**
value	String	<VCS-ID value="0001-ROOM-10003" />

<Name />		
Contains the room's name in the VCS.		
Attribute Name	**Type**	**Example**
value	String	<Name value="Conference Room" />

<Terminal-Room-Association> </Terminal-Room-Association>		
Contains a list of terminals and rooms to which they are assigned for this conference.		
Attribute Name	**Type**	**Example**
---	---	---

<Terminal />		
Associates a room with any terminals that are located there for this conference.		
Attribute Name	**Type**	**Example**
Alias	String	<Terminal Alias="ISDN001" Dial-String="44-55-66" IP-ISDN-SIP="ISDN" />
Dial-String	String	
IP-ISDN-SIP	IP/ISDN/SIP	

<Completed-Conference-Data> </Completed-Conference-Data>		
Contains actual conference data collected during the course and at the conclusion of the conference		
Attribute Name	**Type**	**Example**
---	---	---

<Conference-Status />		
Contains information on the result of the conference: whether it was canceled beforehand and whether it started successfully or not.		
Attribute Name	**Type**	**Example**
value	CANCELLED-BY-USER/ CANCELLED-BY-VCS/ FAILED TO START/STARTED	<Conference-Status value="STARTED" />

<Reason-Failed />		
Describes the reason a conference failed to start.		
Attribute Name	**Type**	**Example**
value	String	<Reason-Failed value="N/A" />

<Actual-Start-Time />		
Contains the actual (versus scheduled) start time of the conference.		
Attribute Name	**Type**	**Example**
value	yyyy-mm-ddThh-mm-ssZ	<Actual-Start-Time value="2003-03-29T11:35:49Z" />

<Actual-End-Time />		
Contains the actual (versus scheduled) end time of the conference.		
Attribute Name	**Type**	**Example**
value	yyyy-mm-ddThh-mm-ssZ	<Actual-End-Time value="2003-03-29T11:47:43Z" />

<Terminals-Registered-to-VCS> </Terminals-Registered-to-VCS>		
Contains a list of terminals registered to VCS that actually participated in the conference.		
Attribute Name	**Type**	**Example**
---	---	---

<Terminal-Registered-to-VCS> </Terminal-Registered-to-VCS>		
Contains information on an individual terminal registered to the VCS that actually participated in the conference.		
Attribute Name	**Type**	**Example**
---	---	---

<VCS-Terminal-Id />		
Contains the participating terminal's internal VCS ID		
Attribute Name	**Type**	**Example**
value	String	<VCS-Terminal-Id value="0001-PARTY-10005" />

<Alias />		
Contains the participating terminal's VCS alias.		
Attribute Name	**Type**	**Example**
value	String	<Alias value="2518" />

<IP-ISDN-SIP />		
Defines the participating terminal's type.		
Attribute Name	**Type**	**Example**
value	IP/ISDN/SIP	<IP-ISDN-SIP value="IP" />

<Dial-String />		
Contains the participating terminal's dial string. Note: If it is an ISDN phone number, the format is: CountryCode-AreaCode-PhoneNumber.		
Attribute Name	**Type**	**Example**
value	String	<Dial-String value="812518" />

<Total-Connection-Time />		
Contains the total length of the participating terminal's connection to the conference.		
Attribute Name	**Type**	**Example**
value	String (Integer + s (seconds))	<Total-Connection-Time value="600s" />

<List-of-Connection-Records /> <List-of-Connection-Records />		
Contains a record of each time the participating terminal connected and disconnected from the conference.		
Attribute Name	**Type**	**Example**
---	---	---

<Connection />

Contains connection records for a specific terminal.

Attribute Name	Type	Example
ConnectionTime	yyyy-mm-ddThh-mm-ssZ	<Connection ConnectionTime="2003-03-29T11:35:51Z" Dialin-Dialout="Dial-out" Disconnection-Time="2003-03-29T11:43:45Z" Over-GW-port-limit="false" Over-MCU-port-limit="true" Reason-Disconnection="VCS Disconnect" />
Dialin-Dialout	Dial-in/Dial-out	
Disconnection-Time	yyyy-mm-ddThh-mm-ssZ	
Over-GW-port-limit	Boolean	
Over-MCU-port-limit	Boolean	
Reason-Disconnection	VCS Disconnect/Abnormal disconnect	

<Actual-External-Terminals> </Actual-External-Terminals>

Contains a list of external terminals that actually participated in the conference.

Attribute Name	Type	Example
---	---	---

<Actual-External-Terminal> </Actual-External-Terminal>

Contains information on an individual external terminal that actually participated in the conference.

Attribute Name	Type	Example
---	---	---

<Alias />

Contains the participating external terminal's alias.

Attribute Name	Type	Example

<Alias />		
value	EXTRA: Number (ISDN Phone Number or IP E.164 Number)	<Alias value="EXTRA:44-44-44" />

<IP-ISDN-SIP />		
Contains the participating external terminal's type.		
Attribute Name	**Type**	**Example**
value	IP/ISDN/SIP	<IP-ISDN-SIP value="N/A" />

<Dial-String />		
Contains the participating external terminal's dial string. Note: If it is an ISDN phone number, the format is: CountryCode-AreaCode-PhoneNumber.		
Attribute Name	**Type**	**Example**
value	String	<Dial-String value="645555444444" />

<Total-Connection-Time />		
Contains the total length of the participating external terminal's connection to the conference.		
Attribute Name	**Type**	**Example**
value	String (Integer + s (seconds))	<Total-Connection-Time value="0s" />

<List-of-Connection-Records /> <List-of-Connection-Records />		
Contains a record of each time the participating external terminal connected and disconnected from the conference.		
Attribute Name	**Type**	**Example**
---	---	---

<Connection />

Contains connection records for a specific external terminal.

Attribute Name	Type	Example
ConnectionTime	yyyy-mm-ddThh-mm-ssZ	<Connection ConnectionTime="2003-03-29T11:35:51Z" Dialin-Dialout="Dial-out" Disconnection-Time="2003-03-29T11:43:45Z" Over-GW-port-limit="false" Over-MCU-port-limit="true" Reason-Disconnection="VCS Disconnect" />
Dialin-Dialout	Dial-in/Dial-out	
Disconnection-Time	yyyy-mm-ddThh-mm-ssZ	
Over-GW-port-limit	Boolean	
Over-MCU-port-limit	Boolean	
Reason-Disconnection	VCS Disconnect/Abnormal disconnect	

APPENDIX E

TROUBLESHOOTING

WHAT'S IN THIS APPENDIX

This appendix provides troubleshooting for the VMS, including the following:

- Miscellaneous
- VMS Configuration Tool Troubleshooting

MISCELLANEOUS

This section describes troubleshooting techniques for a range of general issues.

Table E-1 *Problems and Solutions Table*

No.	Scenario	Analysis	Solution
1	An error message appears during VMS installation: *Port 80 is taken*.	The default HTTP port (port 80) is taken by another application such as IIS on Windows 2000.	1. Select a different port such as 8080. 2. Release port 80.
2	An error message appears during VMS installation when connecting to the SQL server: *SQL server doesn't exist.*	1. There is no connection to the SQL server. 2. The SQL server is not running.	Verify that there is a connection to the SQL server and that it is active.
3	An error message appears during VMS installation when connecting to the SQL server: *SQL server parameters are wrong.*	The credentials for the SQL server are incorrect.	1. Verify that the user name and password you have provided match those used during SQL server installation. 2. If you do not remember the credentials used during SQL server installation, re-install the SQL server.

No.	Scenario	Analysis	Solution
4	An error message appears during VMS installation: *SMTP server parameters are wrong.*	1. There is no connection to the SMTP server.	Verify that there is a connection between the VMS and SMTP server.
		2. The credentials are incorrect.	Verify that your credentials used to connect to the SMTP server are correct, and that the user exists in the SMTP server.
		3. The specific user is not defined in the SMTP server.	Define a user in the SMPT server that you will connect to.

No.	Scenario	Analysis	Solution
5	You have created a conference but the conference participant did not receive an e-mail notification.	1. Participant e-mail is not configured correctly in the e-mail server.	Check the user e-mail in the e-mail server.
		2. Participant e-mail is not configured correctly in the VMS user profile.	Check the user e-mail in the VMS user profile.
		3. The mail server address or credentials are not configured correctly in the VMS.	Verify that the mail server address and credentials are configured correctly in the VMS Configuration Tool.
		4.The mail server is not functioning or down.	1. Confirm with the System Administrator the proper functionality of the mail server. 2. Send an e-mail to yourself to check if the mail server is up.
		The user has no e-mail address.	The e-mail is not mandatory.

No.	Scenario	Analysis	Solution
6	You have installed MySQL and restarted the computer, but the Quick Setup dialog box does not display.	MySQL issue in Windows 2000.	Check that the **WinMySQLAdmin** icon appears in the system tray. If yes, click the icon to display the pop-up list and select **Show me**. If no, go to *C:\mysql\bin* where C is your local drive and run the *winmysqladmin.exe* file. i. The **WinMySQLadmin** dialog box displays and immediately closes. ii. Click the **WinMySQLadmin** icon in the system tray and select **Show me** from the pop-up list.
7	An Organization Administrator schedules a future conference. In the **All Conferences** tab, you cannot modify the conference.	Future conferences can be modified from the **My Conferences** tab only.	Modify future conferences from the **My Conferences** tab.
8	A scheduled conference launches an hour after or an hour before the scheduled time.	There is a difference between the VMS server time and the client PC time. It is probably the Daylight savings settings.	Verify that your client PC time zone and time & date settings are identical to the VMS server machine settings, including Daylight savings settings.
11	A scheduled conference doesn't launch or an error occurs in the VMS interface.	Possible MCU problem.	Make the same conference from the MCU GUI and verify that it launches and that all terminals join it. If the conference does not launch, it is probably an MCU problem. If the conference launches, it is probably a VMS problem. Use the escalation process to Customer Support.

No.	Scenario	Analysis	Solution
12	After scheduling a conference with a few terminals from different islands, a VMS error message appears requesting that you contact the System Administrator or check that services are in order.	The islands are not connected to each other in the VMS, the checkbox near the island is not enabled and the settings are grayed out.	Ensure that the islands (in which your terminals are residing) are connected in the VMS topology, and that the distance and bandwidth settings are configured between those islands.
13	An HTTP error occurs on accessing the VMS server.	The VMS service is restarting. You are using the incorrect URL or the full URL is not displayed.	Wait for several minutes in order to allow the VMS service to allocate all its resources. If you waited a few minutes but still received an HTTP error on accessing the VMS server: Verify that you have typed the full URL to access the VMS: http://VMS_Server_Name-or_IP:port_number/VMS. for VMS SP Admin login: http://VMS_Server_Name-or_IP:port_number/VMSadmin.
14	No user can log in to a VMS connected to the ADS server.	Non-English (special) characters are used in the ADS for the Organization Unit name.	Non-English (special) characters are not supported for Organization Unit names. Use only English letters.

No.	Scenario	Analysis	Solution
15	VMS continues using the previously defined and deleted MCU credentials, when the new MCU is configured with the same IP address (MCU deletion and redefinition in the VMS with the same IP address).	VMS cashing mechanism. VMS continues using the credentials from the cash files and are not updated from the SQL tables.	Restart the VMS service or VMS server. The VMS will read the details from the database table and not from the cash files
16	VMS gives an error when adding an MCU to be registered to the only LCS server in the VMS.	UI limitation only. There is no other H.323 gatekeeper configured in the VMS.	Add an H.323 gatekeeper (can be false). In the MCU definition, select the gatekeeper, where the MCU is registered to the LCS.
17	VMS External Agent (provisioning tool)—the terminal being added is not linked to the user that was retrieved from the ADS.	One or more of the command parameters are not correct, or the properties file has not been modified.	There are two parameters in the properties file named: *icmexternal.userPrefix=sms_* *icmexternal.terminalPrefix=sms_* By default, the value “sms_”. Both parameters must exist in the file. Try assigning no values to those parameters or use this value when referring terminal ID or user ID as an ID prefix. Where there is a value, it will prefix the user/terminal. Where these fields do not exist at all, a default prefix will be added. Remove the “sms_” ONLY (not the parameters themselves, but the parameter values only). Verify the ADS user definition. For example, the user can be defined as CN=John Smith or with lower case cn=John Smith.

No.	Scenario	Analysis	Solution
18	A user cannot log in to the VMS when configured with the SSO using the domain credentials.	ADS and/or domain controller is down.	Verify with the System Administrator that the ADS and/or domain controller is up and running. The organization name must be identical to the short domain name, for example for domain “radvision.local” use the customer name “radvision”.
19	Login pop-up window displayed to log in to the VMS that is configured with the SSO.	The PC from which you are accessing the VMS is not part of the domain.	1. You can log in by entering your full domain credentials. 2. Connect the PC to the domain and log in to the domain with your user name.
20	You cannot log in when filling the credentials in the pop up window (VMS configured with the SSO)	The organization name is missing before the user name.	When using SSO, the login is done in the following way: Organization = DOMAIN_NAME and the login credentials should be User Name: DOMAIN_NAME\user_name Password: user_password.

VMS Configuration Tool Troubleshooting

This section describes a known issue which occurs in the following specific scenario:

1. Launch the VMS Configuration Tool with both Java Runtime Environment (JRE) 1.4.2 and 1.5 installed on your computer.
2. Uninstall JRE 1.5.
3. Launch the VMS Configuration Tool again.

In the case described here, you will receive a “Bad installation” error message. The solution to this issue is described below.

1. Go to **Start** | **Programs** | **Java Web Start**.

   The **Java Web Start Application Manager** console displays.

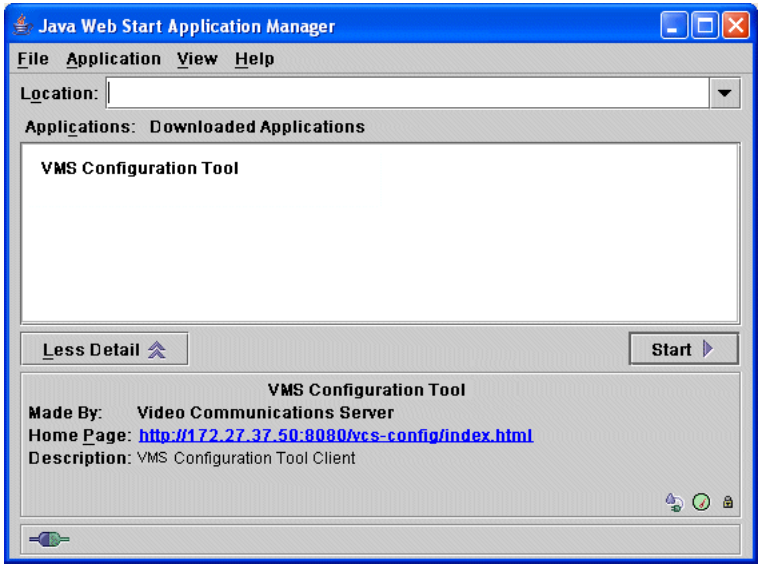

Figure E-1 *Java Web Start Application Manager Console*

2. Select **File** | **Preferences**.
   The **Preferences** dialog box displays.

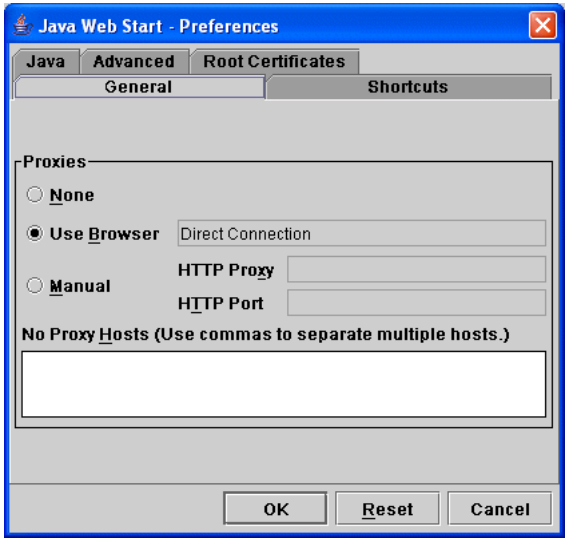

Figure E-2 *Java Web Start Preferences Dialog Box*

3. Select the **Advanced** tab.

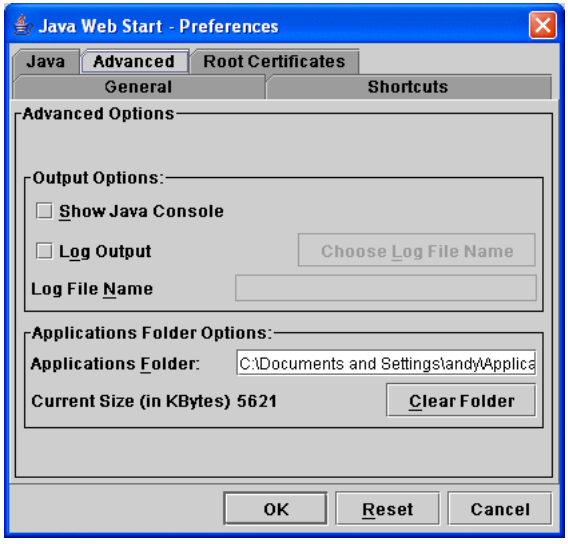

Figure E-3 *Java Web Start Preferences: Advanced Tab*

4. Click **Clear Folder**.

5. Select the **Java** tab.

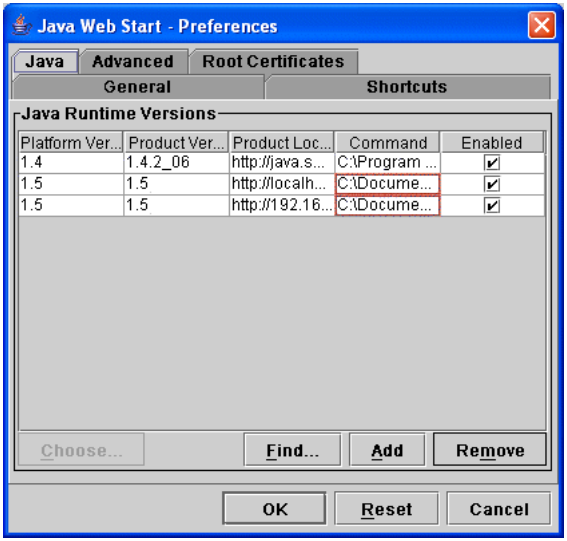

Figure E-4 *Java Web Start Preferences: Java Tab*

The entries marked with a red box are JRE platforms that have been invalidated.

6. Select the invalidated entries and click **Remove**.

   The selected entries are deleted.

7. Click **OK**, exit the **Java Web Start Application Manager** console and launch the VMS Configuration Tool as described at Figure B-3 on page 346.

INDEX

A

ad hoc meetings 45, 118
address book
  add contact 297
  add group 302
  move contact to Private tab 301
  save participant to 164, 201, 240, 283
Authorization Mode 41, 46, 114, 119

B

billing contact 30, 149, 235, 279, 336, 369
block dial-in 149, 179, 205, 246, 289, 338
branding
  enable for an organization 25, 156
  product logo 25, 156
  via VMS Configuration Tool 359

C

CDR 363
  enable 364
  file naming 365

D

device islands 9, 38, 48, 50, 56, 57, 111, 121, 123, 129, 136, 138
dialing plan 42, 115, 298
directory server
  LDAP search base 28
  user provisioning 26, 185
  user provisioning via VMS Configuration Tool 375
display *see also* layout
  full screen 309

F

full screen display 309

G

Gatekeeper
  adding 40, 113
  device association via VMS Configuration Tool 380
  supported models 35, 109
  via VMS Configuration Tool 379
  work with gateway 57, 130
Gateway
  adding 56, 129
  bandwidth capacity 59, 132
  concurrent call capacity 25
  DID 58, 60, 131, 133
  offline 62, 135
  port capacity 58, 131
  terminal association via VMS Configuration Tool 382
  via VMS Configuration Tool 381
  work with gatekeeper 57, 130
  work with SIP server 57, 130
groups
  add to meeting template 199
  per user 189, 192, 307

I

IMfirst 363
In-meeting control
  accessories 216, 260

Advanced Invitation tab 223, 267
layout 225, 269
lock image 225, 269
terminals 225, 269
users 224, 268
block entry 215, 259
chair control 218, 262
change participant view 215, 260
delete participant 215, 259
extend meeting duration 216, 260
join data collaboration 215, 259
mute/enable audio 215, 259
Participant List tab 218, 262
connection status 219, 263
data collaboration 220, 265
enable/disable video 220, 264
loudspeaker 220, 264
mute/enable audio 220, 264
sub-conference 220, 264
video display 220, 265
view location 220
reconnect all 215, 259
start meeting 216, 260
Statistics tab 221, 265
audio statistics 222, 266
audio troubleshooting 223, 267
extended participant information 221, 265
video statistics 221, 265
video troubleshooting 223, 267
sub-conference 216, 260
take/release control 216, 260
terminate meeting 215, 259
Video Layout and Display area 226, 270
active speaker 229, 273
auto-switch start 228, 272
change layout 230, 274
display participant name 229, 273
dynamic layout 230, 274
invite participants 230, 274
output scheme settings 228, 272
participant alias 231, 275
participant display name 231, 275
participant pre-position 231, 275
reserved/maximum terminals 230, 274
terminal type 231, 275
video output schemes 228, 272
invite 225, 269

L

layout 166, 200, 203, 225, 242, 269, 285, 326
logging
CDR 363
logging in 16

M

MCU
adding 48
command delay 353
concurrent call capacity 26
Conference Control interface 55, 128
offline 54, 127
service prefixes 50, 123
SNMP community 51, 124
supported models 35, 109
T.120 data collaboration 51, 101, 103, 124
terminal association via VMS Configuration Tool 381
transcoding 51, 124
via VMS Configuration Tool 380
VPS 51
work with SIP server 49, 122
meeting ID conflicts 46, 119
Meeting Operator 147, 188
Meeting Organizer 147, 188
exclude from meeting 308
meeting room
location 166, 175, 203, 242, 285
terminal association via VMS Configuration Tool 378
via VMS Configuration Tool 378
meeting templates 195
alert before termination 205
billing contact 198
block dial-in 205
default per user 308
default terminal 202

invite participants 199
layout 200, 203
load 158
meeting room 203
meeting type 198
overwrite terminal display name 206
participant bandwidth 201
participant meeting control 202
password 204
reserved participants 204
save 158
save participant to address book 201
start when host joins 206
terminal dial in 203
terminal type 201, 203
terminate 205
time zone 207
unresolved calls 205
uploading 96
meeting types *see also* services
add to gateway 60, 133
complex 93
conflicts 95
default settings 148
display information 92
groups 105
new 94, 160
per meeting 74, 235, 279
per meeting template 198
per user 189, 307
simple 98
VMS Configuration Tool 369
meetings
ad hoc 45, 118
add participant to address book 240, 283
alert before termination 150, 205, 246, 289
billing contact 159, 235, 279
block dial-in 246, 289
default settings 148
default terminal 241, 284
delete history 309
duration 236, 279
inviting participants 239, 282
inviting terminals 283
layout 166, 200, 203, 225, 242, 269, 285, 326
meeting room 242, 285
overwrite terminal display name 247, 290
participant bandwidth 240, 283
participant meeting control 241, 284
password 177, 204, 246, 289
recurring 160, 162, 236, 279
reference code 177, 245, 288
reserved participants 246, 289
scheduling *see* scheduling meetings
start time 211, 236, 279
start when host joins 150, 179, 206, 247, 290, 338
status 71, 211, 255
terminal dial in 242, 285
terminal type 242, 285
terminals 74
terminate 178, 205, 246, 289
time zone 248, 291
unresolved calls 247, 290

N

network topology 9, 38, 111

O

organization
billing contact 30, 149
branding 25, 156
via VMS Configuration Tool 359
default user settings 144
definition 21
meeting types 26
meetings 70
Outlook 25
profile 23, 32
technical contact 27, 29
user types 147
Organization Administrator 147, 188
Outlook
Attendee Settings tab 325
billing contact 336
block dial-in 338

enable for a user 188, 306
enable for an organization 25
installation 314
start meeting when host joins 338
system requirements 314
unresolved calls 338
overwrite terminal display name 150, 179, 206, 247, 290

P

Participant List table 232, 275
participants
add to meeting template 199
bandwidth 164, 201, 240, 283
inviting 164, 239, 282
meeting control 165, 202, 241, 284
participant/terminal association via VMS Configuration Tool 378
reserved 149, 178, 204, 246, 289
save to address book 164, 201, 240, 283
VMS Configuration Tool 374

R

RADIUS 366
recurring meetings 160, 162, 236, 279
Regular User 147, 188
reserved participants 149
reserved ports 47, 120
via VMS Configuration Tool 378

S

scheduling meetings
add participant to address book 164
block dial-in 179
default terminal 165
duration 160
inviting participants 164
inviting terminals 164
layout 166
meeting room 166, 175
meeting type 160
overwrite terminal display name 179
participant bandwidth 164
participant meeting control 165
password 177
recurrence 160, 162
reference code 177
reserved participants 178
resources via VMS Configuration Tool 383
start time 160
start when host joins 179
terminal dial in 166
terminal type 166
terminate 178
time zone 180, 181
unresolved calls 179
services *see also* meeting types
add to gateway 60, 133
conflicts 95
groups 105
new 94
SIP server
adding 40, 113
device association via VMS Configuration Tool 380
SIP environment 44, 117
supported models 35, 109
via VMS Configuration Tool 379
work with gateway 57, 130
work with MCU 49, 122
Statistics tab 232, 275
sub-conference 217, 261

T

T.120 data collaboration 51, 100, 101, 103, 124
taking conference control 232, 275
terminals 136
assign users 141
default per user 165, 190, 202, 241, 284, 308
dial in 166, 203, 242, 285
external terminals via VMS Configuration Tool 377, 387
gateway association via VMS Configuration Tool 382

MCU association via VMS Configuration Tool 381
overwrite terminal display name 150
per meeting 74
per user via VMS Configuration Tool 378
room association via VMS Configuration Tool 378
type 164, 166, 203, 240, 242, 283, 285
type per meeting template 201
via VMS Configuration Tool 376, 386
time zone 30, 146, 180, 181, 190, 207, 248, 291, 307, 358

U

unresolved calls 150, 179, 205, 247, 290, 338, 355
user 21
adding 187
default control rights 151
default meeting template 308
default settings 144
default terminal 190, 308
groups 189, 192, 307
meeting type 189
meeting types 307
Outlook 188, 306
password 306
per terminal 141
provisioning via directory server 26, 185
provisioning via VMS Configuration Tool 375
time zone 190, 307
user ID 306
user types 5, 306
Meeting Operator 147, 188
Meeting Organizer 147, 188
exclude from meeting 308
Organization Administrator 147, 188
Regular User 147, 188

V

Video Processing Server (VPS) 51
VMS Configuration Tool
billing contact 369
branding 359
CDR 363
display 352
e-mail server settings 351
external terminals 377, 387
external users 375
gatekeeper/SIP Proxy information 379
gatekeeper/SIP proxy-device association 380
gateway 381
IMfirst settings 363
IVR message index 351
MCU 380
MCU command delay 353
meeting room 378
meeting settings 354
meeting types 369
participant/terminal association 378
participants 374
passwords 353
RADIUS 366
recurring meeting settings 357
reserved ports 378
resource allocation 352
resource scheduling 383
terminal/gateway association 382
terminal/MCU association 381
terminal/room association 378
terminals 376, 386
time zones 358
troubleshooting 463
unresolved calls 355
VMS service 15

X

xls reports 32, 65, 67, 74, 77, 233, 277
XML
CDR 363, 364
CDR file naming 365